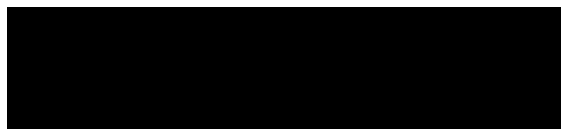


PE18-012

GM

3-27-2019

Q3



Chevrolet - Concern On A Vehicle I Own-Additional Info:GG [REDACTED] I need to report an issue with our vehicle that caused us to crash

Connecting... An agent will be with you shortly.

Caller English

System [4:55:39 PM]:

Welcome to chat.

Alysha [4:56:00 PM]:

Thank you for contacting Chevrolet Customer Assistance, [REDACTED] Your safety is very important to us, so please remember to not use any hand held device whenever you're driving. My name is Alysha. I am sorry to see that you are experiencing a vehicle concern. How can I assist you with this today?

[REDACTED] [4:58:02 PM]:

hello, on November 9th, while my husband was driving down Beltway 8 in the afternoon coming from work, he rear ended the car in front of him due to breaks not working. Fortunately he was going at slow speed and our car didnt suffer any damage, we took our car for revision at Parkway Chevrolet in Tomball Texas the week after, as soon as they gave us the appointment, and the service manager that worked on our car told us that the break system had failed due to a malfunction in the system itself, and it was replaced as a warranty change

Alysha [4:59:05 PM]:

I am sorry to hear that.

Alysha [4:59:16 PM]:

Could you provide me with the VIN and mileage of the vehicle?

[REDACTED] 4:59:41 PM]:

today we got the insurance claim from the other party who's bumper was damaged, and as I was speaking to Allstate, and explained the situation, they explained that you should send them a written document that establishes this was a break malfunction, I have asked that they proceed to fix the other vehicle, it was not the other person's fault, but it really isnt our either

[REDACTED] [5:00:08 PM]:

VIN 3GCPCREC2GG [REDACTED]

[REDACTED] [5:01:43 PM]:

Let me check the mileage, right now 29731, at the time of the accident probably 27000

Alysha [5:01:59 PM]:

Thank you for that information. While I gather some additional information on my end, if the phone number and e-mail address you provided in the pre-chat form are accurate, can you please verify your home address? This information will be used for documenting purposes and to ensure your vehicle is associated with your up-to-date contact information in our system. If your vehicle is associated with you in our system, you will receive notification in the event a recall, additional coverage, and/or a Customer Satisfaction Program is attached to your VIN.

[REDACTED] [5:02:32 PM]:

[REDACTED]

[REDACTED] [5:03:06 PM]:

phone is [REDACTED] / best email is [REDACTED]

Alysha [5:03:50 PM]:

Thank you. Could you recheck the VIN?

[REDACTED] [5:05:02 PM]:

one minute

[REDACTED] [5:05:37 PM]:

3GCPCREC2GG [REDACTED]

[REDACTED] [5:06:12 PM]:

2016 Chevy Trk Silv 1500 2wd

Alysha [5:08:05 PM]:

Thank you. What dealership was the vehicle diagnosed and repaired at?

Alysha [5:08:19 PM]:

I am sorry. I see you stated that.

Alysha [5:08:54 PM]:

Was anyone injured?

[REDACTED] [5:09:03 PM]:

at Parkway Chevrolet in Tomball, I have the service ticket in case its needed

[REDACTED] [5:09:10 PM]:

no, fortunately nobody was injured

Alysha [5:09:52 PM]:

That's good to hear. The vehicle is back in your possession and repaired, correct?

[REDACTED] [5:10:28 PM]:

it was very abrupt, it had never happened before, the break pedal would just keep on going, and going and no brakes.

[REDACTED] [5:10:40 PM]:

Yes we do have it, its working good now.

Alysha [5:11:46 PM]:

An insurance claim was filed, correct?

[REDACTED] [5:12:59 PM]:

correct, by the party that was rear ended, our vehicle didnt suffer damage

[REDACTED] [5:13:10 PM]:

but it was a small car, and ours is a truck

Alysha [5:13:31 PM]:

Do you know if the insurance company investigated the vehicle?

[REDACTED] [5:14:11 PM]:

which vehicle?

Alysha [5:14:24 PM]:

Your Silverado.

[REDACTED] [5:14:34 PM]:

Ours no, I'm sure not because we didnt even file a claim, the other one possibly.

[REDACTED] [5:14:59 PM]:

no, not ours, but they can if needed

Alysha [5:15:03 PM]:

Okay thank you. Was any other property damaged besides the vehicle that was hit?

[REDACTED] [5:15:19 PM]:

no, nothing else

Alysha [5:15:55 PM]:

Was only the bumper damaged of the other vehicle?

[REDACTED] [5:17:12 PM]:

Truly I cannot say, it was what we could see, I dont recall if one of the tail lights got broken as well, I believe so

Alysha [5:17:51 PM]:

Could you describe in detail how the accident occurred?

[REDACTED] [5:18:14 PM]:

sure

[REDACTED] [5:20:05 PM]:

it was around 5:30 pm, my husband was coming on his usual commute from his office, normally it is a very high traffic hour, he was on the highway on I10 after the Eldridge exit, heading East.

[REDACTED] [5:21:18 PM]:

He has in traffic, moving and stopping on the right lane, and at one time he tried to stop, and it didnt stop.... he started to pump the breaks, and the pedal kept on going but it wouldnt stop

[REDACTED] [5:22:33 PM]:

he hit the car in front of him, the rear bumper. His office is about a mile from where this occurred, he was just starting his commute

Alysha [5:22:58 PM]:

Thank you. Did this accident occur in Tom ball, TX?

Alysha [5:23:13 PM]:

*Tomball

[REDACTED] [5:23:46 PM]:

no. It happened in Houston, TX. Tomball TX is a suburb area of Houston where we live

Alysha [5:24:15 PM]:

Thank you for answering all of these questions.

Alysha [5:24:24 PM]:

What is the best time of day to contact you?

[REDACTED] [5:24:30 PM]:

our home is about 30 miles from my husband's work.

[REDACTED] [5:25:32 PM]:

you can contact me at your convenience at any time, if its after 7:00 we are together at home (my husband and I), but you can call me any time

[REDACTED] [5:25:47 PM]:

and you are welcome

Alysha [5:27:12 PM]:

I have documented your concern and it will be escalated to another department. An Adviser will contact you in 1-2 busines days. Your service request number is [REDACTED].

Alysha [5:27:19 PM]:

Is there anything else I can assist you with today?

[REDACTED] [5:27:48 PM]:

No. Thank you for tking the claim. I'll wait for the call

Alysha [5:28:26 PM]:

You're welcome. Thank you for contacting Chevrolet Customer Assistance. I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00AM to 9:00PM and Saturday from 9:00AM to 9:00 PM Eastern time. Have a great day!

Call Disconnected.

Why are you Escalating this to PAC or ESIS? (basis for escalation to)

-The customer states that the brakes failed and caused her husband to hit the vehicle in front of him.

Best time to call customer? (include time zone. i.e: 9am eastern)

-Anytime. After 7pm, the customer's husband will be home as well.

Did anyone seek professional medical attention?

No.

If Yes: Who was hurt? (Provide details such as: Name, seat position, relation to vehicle owner, nature of injury etc.)

Is the vehicle in the owner's possession/ where is it currently located? (Address or place name):

The owner has the vehicle.

Has the vehicle been repaired?:

-Yes, the vehicle has been repaired.

Was insurance claim filed?:

-Insurance claim was filed by the other party involved in the accident.

Has the insurance company investigated the vehicle?

-No, the customer did not file a claim. The customer does not believe the other party's insurance company investigated their vehicle.

Description of any damage to personal or private property, other than vehicle?

-The vehicle hit another vehicle and caused damage to the bumper and taillight.

Description of the situation and the customer's allegation of vehicle part:

- "It was around 5:30 pm, my husband was coming on his usual commute from his office, normally it is a very high traffic hour, he was on the highway on I10 after the Eldridge exit, heading East. He has in traffic, moving and stopping on the right lane, and at one time he tried to stop, and it didn't stop.... he started to pump the breaks, and the pedal kept on going but it wouldn't stop. He hit the car in front of him, the rear bumper. His office is about a mile from where this occurred, he was just starting his commute."

Accident Location (Include: City, State & Street/Intersection):

- Houston, TX on I10 after the Eldridge exit, heading East.

Date of the incident:

-November 9, 2017.

Update Involved dealer on Case level (if applicable):

- Parkway Chevrolet, Inc.

Update Current Mileage on Case:

Year, Make, Model:

-2016 Chevrolet Silverado

VIN: 3GCPCREC2GG

Did you confirm/update Contact Record associated to case?: Yes

Include the Date the interaction took place:

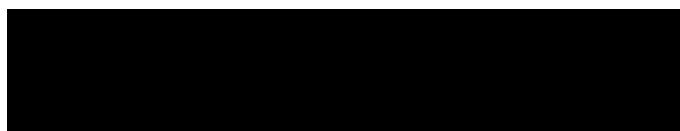
-02/20/2018

PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Lawanda Hamler-Dean (C)
Sent: Wednesday, February 21, 2018 4:42 PM
To: 'jsimpson@bowmanchevy.com'
Cc: Wendy K Cunningham (C); 'jay.townsend@gm.com'
Subject: ACTION REQUIRED, Exec CAC Case, EF [REDACTED], John Bowman Chevrolet, Inc., [REDACTED], Brake Booster, SR# [REDACTED]

Judith,

We have referred [REDACTED] to your dealership for your help in investigating their question or concern. It is our understanding that this customer has contacted you previously or made you aware of their concern.

We may have already had a phone conversation regarding this customer. I am sending this email so you have a summary of the case information.

In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

- Acknowledgement that you received this customer's concern
- Verification that you successfully contacted the customer
- Planned next steps

Below are details for the customer and their case.

- Vehicle: 2014 Chevrolet Silverado 1500
- Mileage: 47,357
- VIN: 3GCUKSEC1GG [REDACTED]
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Daytime Phone: [REDACTED]
- Customer Email: [REDACTED]

The Executive Office has received the case for [REDACTED] in addressing her brake booster concern.

Judith would you please contact us to discuss this case.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

Should you have questions or concerns, I may be reached by calling 855-880-1400, extension 5911833 or by fax at 586-920-0321.

Sincerely,

Lawanda Dean

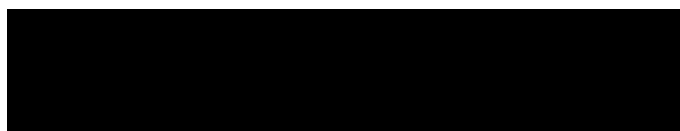
Executive Customer Assistance Team
Concentrix on behalf of General Motors
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PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Wendy K Cunningham (C)
Sent: Tuesday, February 27, 2018 3:13 PM
To: Carol Balgenorth
Cc: Richard Brown (C); Lawanda Hamler-Dean (C); Afiya Ali-Hussain (C); Quincy Pickett (C)
Subject: FW: 180959.2.Booklet 333557.pdf

Carol,

I spoke with [REDACTED]
She is seeking additional assistance on the actuator that they quoted \$400 out of pocket on.
They waited until now to see what would be offered on the brake booster.
I advised her I would contact the Service Manager to see what could be done.

I will send a feedback email with the complete update after I speak with the Service Manager.

Sincerely,

Wendy Cunningham
Executive Customer Assistance Team
Concentrix on behalf of General Motors
Phone: 855-880-1500 extension 5921796

-----Original Message-----

From: Wendy K Cunningham (C)
Sent: Tuesday, February 27, 2018 2:56 PM
To: Carol Balgenorth <carol.balgenorth@gm.com>; Lawanda Hamler-Dean (C) <lawanda.dean@gm.com>
Cc: Richard Brown (C) <richard.2.brown@gm.com>; Afiya Ali-Hussain (C) <afiya.ali-hussain@gm.com>; Quincy Pickett (C) <quincy.pickett@gm.com>
Subject: RE: 180959.2.Booklet 333557.pdf

Carol,

I spoke with service and was advised the Service Manager approved \$190 of assistance per the policy tool and delivered the offer to the customer.

The customer approved the repair and the parts are on the way.

I will be calling the customer immediately.

Sincerely,

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Concentrix on behalf of General Motors
Phone: 855-880-1500 extension 5921796

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To: Lawanda Hamler-Dean (C) <lawanda.dean@gm.com>

Cc: Richard Brown (C) <Richard.2.Brown@gm.com>; Afiya Ali-Hussain (C) <afiya.ali-hussain@gm.com>; Wendy K Cunningham (C) <wendy.k.cunningham@gm.com>; Quincy Pickett (C) <quincy.pickett@gm.com>

Subject: RE: 180959.2.Booklet 333557.pdf

Please call the customer and provide an update. We need an offer back from the dealership asap please.

Thanks,

Carol Balgenorth

Executive Customer Assistance

Business Process Lead – Site Performance Lead Warren Customer Engagement Center carol.balgenorth@gm.com
810.429.2093

-----Original Message-----

From: Lawanda Hamler-Dean (C)

Sent: Wednesday, February 21, 2018 4:16 PM

To: Carol Balgenorth <carol.balgenorth@gm.com>

Cc: Richard Brown (C) <Richard.2.Brown@gm.com>; Afiya Ali-Hussain (C) <afiya.ali-hussain@gm.com>; Wendy K Cunningham (C) <wendy.k.cunningham@gm.com>

Subject: RE: 180959.2.Booklet 333557.pdf

Good afternoon,

Case created SR# [REDACTED]

I will be out of the office 2/22 - 2/27 but Wendy is following up on all my cases.

I will update her on this case and feedback will be sent shortly.

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Executive Customer Assistance Team

Concentrix on behalf of General Motors

(855)880-1400 Ext.5911833, Fax (586) 920-0321

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Sent: Wednesday, February 21, 2018 4:03 PM

To: Lawanda Hamler-Dean (C)

Cc: Richard Brown (C)

Subject: FW: 180959.2.Booklet 333557.pdf

Lawanda -

Thanks for your help with this case.

Please let me know if there is any additional information you need to get started.

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Business Process Lead – Site Performance Lead Warren Customer Engagement Center carol.balgenorth@gm.com
810.429.2093

-----Original Message-----

From: Gregory Warden
Sent: Wednesday, February 21, 2018 2:26 PM
To: Carol Balgenorth <carol.balgenorth@gm.com>
Cc: Christine Stein <CHRISTINE.STEIN@ONSTAR.COM>; Gayle Zahady <gayle.zahady@gm.com>
Subject: FW: 180959.2.Booklet 333557.pdf

Hi Carol,

Was hoping you could get my request referred as appropriate to those that handle Executive Customer Assistance.

This situation is for a personally owned vehicle, my 2016 Silverado Crewcab Pickup.

I recently took it to the dealer to have routine maintenance performed (new brakes and possibly tires) and to have a service light checked out. The attached PDF gives details of the findings. The vehicle is officially past the warranty period with ~45,000 miles on it. I was disappointed to hear that the brake booster needed to be replaced (not a wear out item and quite a rare failure mode) as well as the Driver Assistance Feature (Haptic Seat Motor) which is a premature but well known failure mode to our seat team that has been fixed in more recent models. The cost of repair for these two items is detailed in the attached PDF. I am looking for the same consideration that we would give ordinary loyal customers given the premature nature of these failure. There is also a service bulletin in the system for the Brake Booster, but I have not researched if the failure mode is the same.

By the way, I told Bowman Chevrolet to hold off on the Booster and Seat repairs until I had a chance to explore cost sharing through appropriate channels.

Thanks in advance for your consideration.

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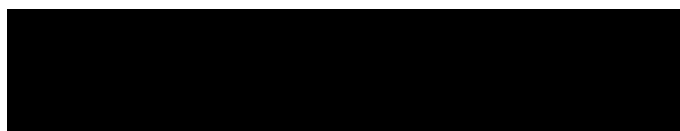
From: Gregory Warden
Sent: Wednesday, February 21, 2018 12:40 PM
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Subject: 180959.2.Booklet 333557.pdf

PE18-012

GM

3-27-2019

Q3



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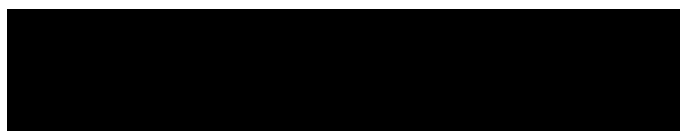
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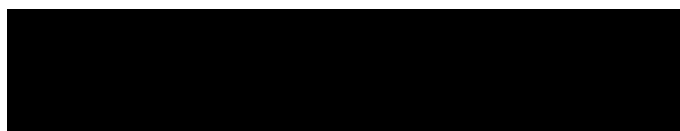
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PE18-012

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3-27-2019

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This situation is for a personally owned vehicle, my 2016 Silverado Crewcab Pickup.

I recently took it to the dealer to have routine maintenance performed (new brakes and possibly tires) and to have a service light checked out. The attached PDF gives details of the findings. The vehicle is officially past the warranty period with ~45,000 miles on it. I was disappointed to hear that the brake booster needed to be replaced (not a wear out item and quite a rare failure mode) as well as the Driver Assistance Feature (Haptic Seat Motor) which is a premature but well known failure mode to our seat team that has been fixed in more recent models. The cost of repair for these two items is detailed in the attached PDF. I am looking for the same consideration that we would give ordinary loyal customers given the premature nature of these failure. There is also a service bulletin in the system for the Brake Booster, but I have not researched if the failure mode is the same.

By the way, I told Bowman Chevrolet to hold off on the Booster and Seat repairs until I had a chance to explore cost sharing through appropriate channels.

Thanks in advance for your consideration.

-----Original Message-----

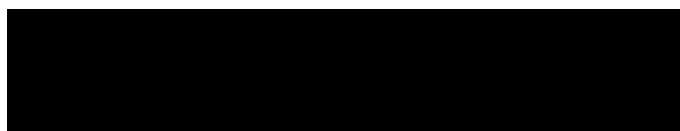
From: Gregory Warden
Sent: Wednesday, February 21, 2018 12:40 PM
To: Gregory Warden <gregory.warden@gm.com>
Subject: 180959.2.Booklet 333557.pdf

PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Wendy K Cunningham (C)
Sent: Tuesday, February 27, 2018 2:48 PM
To: Quincy Pickett (C)
Subject: RE: 180959.2.Booklet 333557.pdf

See feedback email.

SVM told me on the 22nd she would run calculator and reach out to the customer.

I am on hold with the dealer now.

Sincerely,

Wendy Cunningham
Executive Customer Assistance Team
Concentrix on behalf of General Motors
Phone: 855-880-1500 extension 5921796

-----Original Message-----

From: Quincy Pickett (C)
Sent: Tuesday, February 27, 2018 2:44 PM
To: Wendy K Cunningham (C) <wendy.k.cunningham@gm.com>
Subject: FW: 180959.2.Booklet 333557.pdf

[REDACTED] Lawanda advised you would be following up on this case while she was out. Have any updates been provided?

-----Original Message-----

From: Carol Balgenorth
Sent: Tuesday, February 27, 2018 2:39 PM
To: Lawanda Hamler-Dean (C)
Cc: Richard Brown (C); Afiya Ali-Hussain (C); Wendy K Cunningham (C); Quincy Pickett (C)
Subject: RE: 180959.2.Booklet 333557.pdf

Please call the customer and provide an update. We need an offer back from the dealership asap please.

Thanks,

Carol Balgenorth
Executive Customer Assistance
Business Process Lead – Site Performance Lead Warren Customer Engagement Center carol.balgenorth@gm.com
810.429.2093

-----Original Message-----

From: Lawanda Hamler-Dean (C)
Sent: Wednesday, February 21, 2018 4:16 PM
To: Carol Balgenorth <carol.balgenorth@gm.com>
Cc: Richard Brown (C) <Richard.2.Brown@gm.com>; Afiya Ali-Hussain (C) <afiya.ali-hussain@gm.com>; Wendy K Cunningham (C) <wendy.k.cunningham@gm.com>
Subject: RE: 180959.2.Booklet 333557.pdf

Good afternoon,

Case created SR# [REDACTED]

I will be out of the office 2/22 - 2/27 but Wendy is following up on all my cases.

I will update her on this case and feedback will be sent shortly.

Lawanda Dean
Executive Customer Assistance Team
Concentrix on behalf of General Motors
(855)880-1400 Ext.5911833, Fax (586) 920-0321

-----Original Message-----

From: Carol Balgenorth
Sent: Wednesday, February 21, 2018 4:03 PM
To: Lawanda Hamler-Dean (C)
Cc: Richard Brown (C)
Subject: FW: 180959.2.Booklet 333557.pdf

Lawanda -

Thanks for your help with this case.

Please let me know if there is any additional information you need to get started.

Carol Balgenorth
Executive Customer Assistance
Business Process Lead – Site Performance Lead Warren Customer Engagement Center carol.balgenorth@gm.com
810.429.2093

-----Original Message-----

From: Gregory Warden
Sent: Wednesday, February 21, 2018 2:26 PM
To: Carol Balgenorth <carol.balgenorth@gm.com>
Cc: Christine Stein <CHRISTINE.STEIN@ONSTAR.COM>; Gayle Zahady <gayle.zahady@gm.com>
Subject: FW: 180959.2.Booklet 333557.pdf

Hi Carol,

Was hoping you could get my request referred as appropriate to those that handle Executive Customer Assistance.

This situation is for a personally owned vehicle, my 2016 Silverado Crewcab Pickup.

I recently took it to the dealer to have routine maintenance performed (new brakes and possibly tires) and to have a service light checked out. The attached PDF gives details of the findings. The vehicle is officially past the warranty period with ~45,000 miles on it. I was disappointed to hear that the brake booster needed to be replaced (not a wear out item and quite a rare failure mode) as well as the Driver Assistance Feature (Haptic Seat Motor) which is a premature but well known failure mode to our seat team that has been fixed in more recent models. The cost of repair for these two items is detailed in the attached PDF. I am looking for the same consideration that we would give ordinary loyal customers given the premature nature of these failure. There is also a service bulletin in the system for the Brake Booster, but I have not researched if the failure mode is the same.

By the way, I told Bowman Chevrolet to hold off on the Booster and Seat repairs until I had a chance to explore cost sharing through appropriate channels.

Thanks in advance for your consideration.

-----Original Message-----

From: Gregory Warden

Sent: Wednesday, February 21, 2018 12:40 PM

To: Gregory Warden <gregory.warden@gm.com>

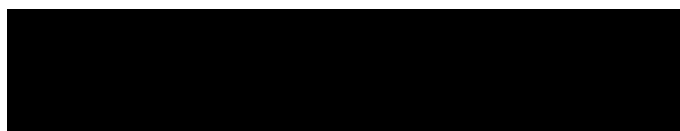
Subject: 180959.2.Booklet 333557.pdf

PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Wendy K Cunningham (C)
Sent: Tuesday, February 27, 2018 2:56 PM
To: Carol Balgenorth; Lawanda Hamler-Dean (C)
Cc: Richard Brown (C); Afiya Ali-Hussain (C); Quincy Pickett (C)
Subject: RE: 180959.2.Booklet 333557.pdf

Carol,

I spoke with service and was advised the Service Manager approved \$190 of assistance per the policy tool and delivered the offer to the customer.

The customer approved the repair and the parts are on the way.

I will be calling the customer immediately.

Sincerely,

Wendy Cunningham
Executive Customer Assistance Team
Concentrix on behalf of General Motors
Phone: 855-880-1500 extension 5921796

-----Original Message-----

From: Carol Balgenorth
Sent: Tuesday, February 27, 2018 2:39 PM
To: Lawanda Hamler-Dean (C) <lawanda.dean@gm.com>
Cc: Richard Brown (C) <Richard.2.Brown@gm.com>; Afiya Ali-Hussain (C) <afiya.ali-hussain@gm.com>; Wendy K Cunningham (C) <wendy.k.cunningham@gm.com>; Quincy Pickett (C) <quincy.pickett@gm.com>
Subject: RE: 180959.2.Booklet 333557.pdf

Please call the customer and provide an update. We need an offer back from the dealership asap please.

Thanks,

Carol Balgenorth
Executive Customer Assistance
Business Process Lead – Site Performance Lead Warren Customer Engagement Center carol.balgenorth@gm.com
810.429.2093

-----Original Message-----

From: Lawanda Hamler-Dean (C)
Sent: Wednesday, February 21, 2018 4:16 PM
To: Carol Balgenorth <carol.balgenorth@gm.com>
Cc: Richard Brown (C) <Richard.2.Brown@gm.com>; Afiya Ali-Hussain (C) <afiya.ali-hussain@gm.com>; Wendy K Cunningham (C) <wendy.k.cunningham@gm.com>

Subject: RE: 180959.2.Booklet 333557.pdf

Good afternoon,

Case created SR# [REDACTED]

I will be out of the office 2/22 - 2/27 but Wendy is following up on all my cases.

I will update her on this case and feedback will be sent shortly.

Lawanda Dean
Executive Customer Assistance Team
Concentrix on behalf of General Motors
(855)880-1400 Ext.5911833, Fax (586) 920-0321

-----Original Message-----

From: Carol Balgenorth
Sent: Wednesday, February 21, 2018 4:03 PM
To: Lawanda Hamler-Dean (C)
Cc: Richard Brown (C)
Subject: FW: 180959.2.Booklet 333557.pdf

Lawanda -

Thanks for your help with this case.

Please let me know if there is any additional information you need to get started.

Carol Balgenorth
Executive Customer Assistance
Business Process Lead – Site Performance Lead Warren Customer Engagement Center carol.balgenorth@gm.com
810.429.2093

-----Original Message-----

From: Gregory Warden
Sent: Wednesday, February 21, 2018 2:26 PM
To: Carol Balgenorth <carol.balgenorth@gm.com>
Cc: Christine Stein <CHRISTINE.STEIN@ONSTAR.COM>; Gayle Zahady <gayle.zahady@gm.com>
Subject: FW: 180959.2.Booklet 333557.pdf

Hi Carol,

Was hoping you could get my request referred as appropriate to those that handle Executive Customer Assistance.

This situation is for a personally owned vehicle, my 2016 Silverado Crewcab Pickup.

I recently took it to the dealer to have routine maintenance performed (new brakes and possibly tires) and to have a service light checked out. The attached PDF gives details of the findings. The vehicle is officially past the warranty period with ~45,000 miles on it. I was disappointed to hear that the brake booster needed to be replaced (not a wear out item and quite a rare failure mode) as well as the Driver Assistance Feature (Haptic Seat Motor) which is a premature but well known

failure mode to our seat team that has been fixed in more recent models. The cost of repair for these two items is detailed in the attached PDF. I am looking for the same consideration that we would give ordinary loyal customers given the premature nature of these failure. There is also a service bulletin in the system for the Brake Booster, but I have not researched if the failure mode is the same.

By the way, I told Bowman Chevrolet to hold off on the Booster and Seat repairs until I had a chance to explore cost sharing through appropriate channels.

Thanks in advance for your consideration.

-----Original Message-----

From: Gregory Warden

Sent: Wednesday, February 21, 2018 12:40 PM

To: Gregory Warden <gregory.warden@gm.com>

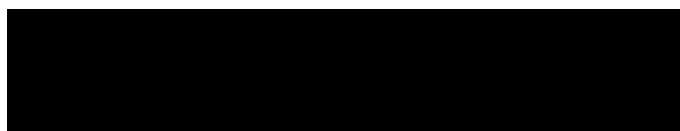
Subject: 180959.2.Booklet 333557.pdf

PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Wendy K Cunningham (C)
Sent: Monday, February 26, 2018 8:26 AM
To: 'jsimpson@bowmanchevy.com'
Cc: Jay Townsend; Lawanda Hamler-Dean (C)
Subject: FW: ACTION REQUIRED, Exec CAC Case, EF [REDACTED], John Bowman Chevrolet, Inc., [REDACTED], Brake Booster, SR# [REDACTED]

Judy,

I am following up on this case.
Did you run the calculator?
What were the results?
Did you make the offer to the customer?
What was the customer's response?

Thank you.

Sincerely,

Wendy Cunningham

Executive Customer Assistance Team
Concentrix on behalf of General Motors
Phone: 855-880-1500 extension 5921796



From: Lawanda Hamler-Dean (C)
Sent: Wednesday, February 21, 2018 4:42 PM
To: Judy Simpson (John Bowman Chevrolet Inc) <jsimpson@bowmanchevy.com>
Cc: Wendy K Cunningham (C) <wendy.k.cunningham@gm.com>; Jay Townsend <jay.townsend@chevrolet.com>
Subject: ACTION REQUIRED, Exec CAC Case, EF [REDACTED] John Bowman Chevrolet, Inc., [REDACTED], Brake Booster, SR# [REDACTED]

Judith,

We have referred [REDACTED] to your dealership for your help in investigating their question or concern. It is our understanding that this customer has contacted you previously or made you aware of their concern.

We may have already had a phone conversation regarding this customer. I am sending this email so you have a summary of the case information.

In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

- Acknowledgement that you received this customer's concern
- Verification that you successfully contacted the customer
- Planned next steps

Below are details for the customer and their case.

- Vehicle: 2014 Chevrolet Silverado 1500
- Mileage: 47,357
- VIN: 3GCUKSEC1GG [REDACTED]
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Daytime Phone: [REDACTED]
- Customer Email: [REDACTED]

The Executive Office has received the case for [REDACTED] in addressing her brake booster concern.

Judith would you please contact us to discuss this case.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

Should you have questions or concerns, I may be reached by calling 855-880-1400, extension 5911833 or by fax at 586-920-0321.

Sincerely,

Lawanda Dean

Executive Customer Assistance Team

Concentrix on behalf of General Motors

(855)880-1400 Ext.5911833, Fax (586) 920-0321

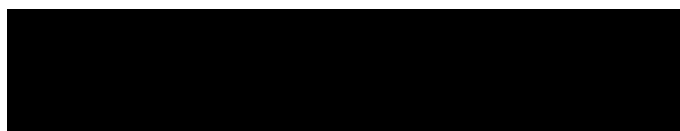


PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Quincy Pickett (C)
Sent: Tuesday, February 27, 2018 2:44 PM
To: Wendy K Cunningham (C)
Subject: FW: 180959.2.Booklet 333557.pdf

[REDACTED], Lawanda advised you would be following up on this case while she was out. Have any updates been provided?

-----Original Message-----

From: Carol Balgenorth
Sent: Tuesday, February 27, 2018 2:39 PM
To: Lawanda Hamler-Dean (C)
Cc: Richard Brown (C); Afiya Ali-Hussain (C); Wendy K Cunningham (C); Quincy Pickett (C)
Subject: RE: 180959.2.Booklet 333557.pdf

Please call the customer and provide an update. We need an offer back from the dealership asap please.

Thanks,

Carol Balgenorth
Executive Customer Assistance
Business Process Lead – Site Performance Lead Warren Customer Engagement Center carol.balgenorth@gm.com
810.429.2093

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To: Carol Balgenorth <carol.balgenorth@gm.com>
Cc: Richard Brown (C) <Richard.2.Brown@gm.com>; Afiya Ali-Hussain (C) <afiya.ali-hussain@gm.com>; Wendy K Cunningham (C) <wendy.k.cunningham@gm.com>
Subject: RE: 180959.2.Booklet 333557.pdf

Good afternoon,

Case created SR# [REDACTED]

I will be out of the office 2/22 - 2/27 but Wendy is following up on all my cases.

I will update her on this case and feedback will be sent shortly.

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Executive Customer Assistance Team
Concentrix on behalf of General Motors
(855)880-1400 Ext.5911833, Fax (586) 920-0321

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Cc: Richard Brown (C)
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Lawanda -

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Please let me know if there is any additional information you need to get started.

Carol Balgenorth
Executive Customer Assistance
Business Process Lead – Site Performance Lead Warren Customer Engagement Center carol.balgenorth@gm.com
810.429.2093

-----Original Message-----

From: Gregory Warden
Sent: Wednesday, February 21, 2018 2:26 PM
To: Carol Balgenorth <carol.balgenorth@gm.com>
Cc: Christine Stein <CHRISTINE.STEIN@ONSTAR.COM>; Gayle Zahady <gayle.zahady@gm.com>
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By the way, I told Bowman Chevrolet to hold off on the Booster and Seat repairs until I had a chance to explore cost sharing through appropriate channels.

Thanks in advance for your consideration.

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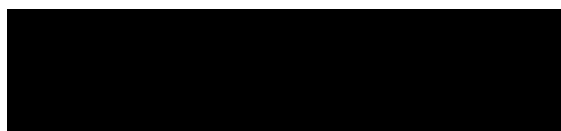
From: Gregory Warden
Sent: Wednesday, February 21, 2018 12:40 PM
To: Gregory Warden <gregory.warden@gm.com>
Subject: 180959.2.Booklet 333557.pdf

PE18-012

GM

3-27-2019

Q3



Howell, Rosa (NHTSA)

From: Gene Kiefer <gene@pellegrinochev.com>
Sent: Wednesday, March 28, 2018 6:24 PM
To: Tykeasha Whitfield (C)
Subject: [EXTERNAL] RE: Re: Re: RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED], Brake Concern

Mr. [REDACTED] just picked up his Silverado. 03/28/2017 6:23pm

Gene K.

From: Tykeasha Whitfield (C) [mailto:tykeasha.whitfield@gm.com]
Sent: Wednesday, March 28, 2018 4:59 PM
To: Gene Kiefer
Subject: RE: [EXTERNAL] Re: Re: RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED], Brake Concern

Hello,

Can you provide an update regarding repairs?

Ty Whitfield
Executive Customer Assistance Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com



From: Gene Kiefer [mailto:gene@pellegrinochev.com]
Sent: Tuesday, March 27, 2018 6:31 PM
To: Tykeasha Whitfield (C)
Subject: [EXTERNAL] Re: Re: RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED], Brake Concern

I spoke with [REDACTED] this afternoon. We weren't able to complete repairs this afternoon. I expect repairs to be completed tomorrow 03/28/2018. We have all the necessary parts in stock now.

Gene Kiefer

On Mar 27, 2018, at 5:43 PM, Tykeasha Whitfield (C) <tykeasha.whitfield@gm.com> wrote:

Can you provide an update regarding repairs and if repairs are completed, did the customer pick the vehicle up.

Ty Whitfield
Executive Customer Assistance Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843

Email: tykeasha.whitfield@gm.com

<image001.jpg>

From: Gene Kiefer [<mailto:gene@pellegrinochev.com>]
Sent: Friday, March 23, 2018 9:06 PM
To: Tykeasha Whitfield (C)
Subject: [EXTERNAL] Re: RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED], [REDACTED], Brake Concern

Ty,

Mr. [REDACTED] contacted me today and finally did authorize repairs. I ordered the required replacement parts, and I expect the parts to arrive Monday 03/26.

Gene Kiefer

On Mar 23, 2018, at 4:25 PM, Tykeasha Whitfield (C) <tykeasha.whitfield@gm.com> wrote:

Mr. [REDACTED] said he authorized repairs.

Ty Whitfield
Executive Customer Assistance Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com

<image002.jpg>

From: Gene Kiefer [<mailto:gene@pellegrinochev.com>]
Sent: Friday, March 23, 2018 7:52 AM
To: Tykeasha Whitfield (C)
Subject: [EXTERNAL] RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED] [REDACTED] Brake Concern

Ty,

I have diagnosed the clients concern, I have provided the client a repair estimate of \$428.29+tax per the empowerment calculator, and applying the clients \$100 service voucher. Total Warranty Repair cost is \$888.49. The client did not authorize repairs. Client said would return a call to me yesterday 03/22 but did not. I also informed the client that all required repair parts were not in stock, and would require special order. I also informed the client that I would not special order the required parts prior to him giving authorization. The client acknowledged this and promised a return call which up to now he has not made.

Gene Kiefer

From: Tykeasha Whitfield (C) [<mailto:tykeasha.whitfield@gm.com>]
Sent: Thursday, March 22, 2018 5:44 PM
To: jimp@pellegrinochev.com; mark@pellegrinoautogroup.com; domenic (pellegrinochev.com); gene@pellegrinochev.com
Cc: Curt Friedlander

Subject: RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO
CHEVROLET, 3GCUKSEC5EG [REDACTED] [REDACTED] Brake Concern

Hello,

Can you confirm when dealer will receive the parts and provide a date for me to follow up with repairs?

Ty Whitfield
Executive Customer Assistance Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com

<image002.jpg>

From: Tykeasha Whitfield (C)
Sent: Wednesday, March 21, 2018 2:01 PM
To: 'jimp@pellegrinochev.com'; 'mark@pellegrinoautogroup.com'; 'domenic@pellegrinochev.com'; 'gene@pellegrinochev.com'
Cc: 'curt.friedlander@gm.com'
Subject: RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO
CHEVROLET, 3GCUKSEC5EG [REDACTED] [REDACTED], Brake Concern

Hello,

Can you confirm when dealer will receive the parts and provide a date for me to follow up with repairs?

Ty Whitfield
Executive Customer Assistance Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com

<image002.jpg>

From: Tykeasha Whitfield (C)
Sent: Friday, March 16, 2018 4:56 PM
To: 'jimp@pellegrinochev.com'; 'mark@pellegrinoautogroup.com'; 'domenic@pellegrinochev.com'
Cc: 'curt.friedlander@gm.com'
Subject: RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO
CHEVROLET, 3GCUKSEC5EG [REDACTED] [REDACTED], Brake Concern

Hello,

Can you provide the next steps and the process for paying diagnosis fees?

Ty Whitfield
Executive Customer Assistance Team
Concentrix on behalf of General Motors

<image002.jpg>

From: Tykeasha Whitfield (C)
Sent: Thursday, March 15, 2018 4:03 PM
To: 'jimp@pellegrinochev.com'; 'mark@pellegrinoautogroup.com'; 'domenic@pellegrinochev.com'
Cc: 'curt.friedlander@gm.com'
Subject: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED], [REDACTED] Brake Concern

Domenic Polimeni & James Pilla,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

- Acknowledgement that you received this customer's concern
- Verification that you successfully contacted the customer
- Planned next steps

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information; complete details are in the attached file.

- Vehicle Info: 2014 Chevrolet Silverado
- Mileage: 32,496
- VIN: 3GCUKSEC5EG [REDACTED]
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Preferred Contact Method: Cellular Phone
- Customer Daytime Phone: [REDACTED]
- Customer Evening Phone: [REDACTED]
- Customer Cell Phone: [REDACTED]
- Customer Email: [REDACTED]

Summary of Concern: [REDACTED] advised when stepping on the brakes at low rate of speeds in forward and reverse, the pedal freezes and will not go down. He would like the vehicle repaired. Can you provide the next steps and the process for paying diagnosis fees?

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

I may be reached by calling (855) 880-1400, extension 5914372 or by fax at (586) 920-0843.

Sincerely,

Ty Whitfield
Executive Customer Assistance Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com

<image002.jpg>

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

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Howell, Rosa (NHTSA)

From: Curt Friedlander
Sent: Wednesday, March 28, 2018 10:13 PM
To: Tykeasha Whitfield (C)
Subject: RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED], Brake Concern

As I have stated before brakes are a wear item.

Next, when I look at IVH I do not see any warranty repair on the brakes.

Provide with me RO Numbers where the customer brought his vehicle in for a brake concern.

If it has been multiple times then indicate the multiple times.

That information would justify me in taking look at whether we should consider providing this customer an extended warranty.

Next, in looking a Consultant Dashboard I see a customer that has defected.

Can you tell me why?

If customer states he does oil changes himself then ask him why he had the dealer do it 4 times prior to 18,000+++ miles.

In conclusion, I would like to have hard copied RO's scanned and emailed to me for justification of extended warranty on brakes.

I will await for you in getting me this information.

Curt Friedlander

District Manager Aftersales

☎ tel: (914) 364-0381

✉ mail: Curt.Friedlander@chevrolet.com



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From: Tykeasha Whitfield (C)
Sent: Wednesday, March 28, 2018 4:53 PM
To: Curt Friedlander <curt.friedlander@chevrolet.com>
Subject: RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED]
Brake Concern

Hello,

The customer would an extended warranty towards brakes.

Ty Whitfield
Executive Customer Assistance Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com



From: Curt Friedlander
Sent: Tuesday, March 27, 2018 8:07 PM
To: Tykeasha Whitfield (C)
Subject: RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED]
[REDACTED], Brake Concern

I looked at the case in Siebel.

Correct me if I am wrong.

It appears that the dealer had to Special Order parts for this vehicle.

Also, it appears that the vehicle repair will be completed on 3/28/18.

It appears that the Final Warranty Cost is \$888.49 with customer paying \$428.29.

Therefore the customer was provided an estimate at Warranty Rates which are a lot lower than Customer Pay Rates.

That's where the customer saved money first.

Second, dealer used Calculator and GM contributed \$460.20. That is the second time the customer saved money in this transaction.

Typically in this situation giving a customer the Calculator with Warranty rates should be sufficient. Not sure why you want to discuss Goodwill Options.

Curt Friedlander

District Manager Aftersales

tel: (914) 364-0381

mail: Curt.Friedlander@chevrolet.com



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From: Tykeasha Whitfield (C)

Sent: Tuesday, March 27, 2018 5:50 PM

To: Curt Friedlander <curt.friedlander@chevrolet.com>

Subject: RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED]
Brake Concern

I would like to discuss Goodwill options when you are available.

Ty Whitfield

Executive Customer Assistance Team

Concentrix on behalf of General Motors

(855) 880-1400 Ext. 5914372

Fax (586) 920-0843

Email: tykeasha.whitfield@gm.com



From: Curt Friedlander

Sent: Friday, March 16, 2018 6:29 PM

To: Tykeasha Whitfield (C)

Subject: RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED]
[REDACTED], Brake Concern

Just to let you know the vehicle is out of the B2B Warranty.

Customer is responsible for the brakes.

Also, he has an Aftermarket Service Contract so that must be used first for a Warranty that the Bumper to Bumper would normally cover.

Curt Friedlander

District Manager Aftersales

tel: (914) 364-0381

mail: Curt.Friedlander@chevrolet.com



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From: Tykeasha Whitfield (C)
Sent: Friday, March 16, 2018 4:56 PM
To: jimp@pellegrinochev.com; mark@pellegrinoautogroup.com; domenic (pellegrinochev.com) <domenic@pellegrinochev.com>
Cc: Curt Friedlander <curt.friedlander@chevrolet.com>
Subject: RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED], Brake Concern

Hello,

Can you provide the next steps and the process for paying diagnosis fees?

Ty Whitfield
Executive Customer Assistance Team
Concentrix on behalf of General Motors
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Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com



From: Tykeasha Whitfield (C)
Sent: Thursday, March 15, 2018 4:03 PM
To: 'jimp@pellegrinochev.com'; 'mark@pellegrinoautogroup.com'; 'domenic@pellegrinochev.com'
Cc: 'curt.friedlander@gm.com'
Subject: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED], Brake Concern

Domenic Polimeni & James Pilla,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort.

In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

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- Mileage: 32,496
- VIN: 3GCUKSEC5EG [REDACTED]
- SR Number: [REDACTED]
- Customer Last Name: [REDACTED]
- Customer Preferred Contact Method: Cellular Phone
- Customer Daytime Phone: [REDACTED]
- Customer Evening Phone: [REDACTED]
- Customer Cell Phone: [REDACTED]
- Customer Email: [REDACTED]

Summary of Concern: [REDACTED] advised when stepping on the brakes at low rate of speeds in forward and reverse, the pedal freezes and will not go down. He would like the vehicle repaired. Can you provide the next steps and the process for paying diagnosis fees?

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I may be reached by calling (855) 880-1400, extension 5914372 or by fax at (586) 920-0843.

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Email: tykeasha.whitfield@gm.com

Howell, Rosa (NHTSA)

From: Curt Friedlander
Sent: Friday, March 16, 2018 6:29 PM
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Subject: RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED], Brake Concern

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Cc: Curt Friedlander <curt.friedlander@chevrolet.com>
Subject: RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED], [REDACTED], Brake Concern

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Cc: 'curt.friedlander@gm.com'
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Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com



Howell, Rosa (NHTSA)

From: Gene Kiefer <gene@pellegrinochev.com>
Sent: Thursday, March 22, 2018 7:43 PM
To: Tykeasha Whitfield (C)
Subject: [EXTERNAL] RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED], [REDACTED] Brake Concern

Client was quoted \$428.29+tax Per the Empowerment calculator. Entire repair process will cost \$880.49 @ warranty cost. Client did not authorize repairs up to this very moment. I nformed customer that parts require special order, and that they won't be ordered without the clients authorization.

From: Tykeasha Whitfield (C) [mailto:tykeasha.whitfield@gm.com]
Sent: Wednesday, March 21, 2018 2:01 PM
To: jimp@pellegrinochev.com; mark@pellegrinoautogroup.com; domenic (pellegrinochev.com); gene@pellegrinochev.com
Cc: Curt Friedlander
Subject: RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED], Brake Concern

Hello,

Can you confirm when dealer will receive the parts and provide a date for me to follow up with repairs?

Ty Whitfield
Executive Customer Assistance Team
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(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com



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To: 'jimp@pellegrinochev.com'; 'mark@pellegrinoautogroup.com'; 'domenic@pellegrinochev.com'
Cc: 'curt.friedlander@gm.com'
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Howell, Rosa (NHTSA)

From: Gene Kiefer <gene@pellegrinochev.com>
Sent: Friday, March 23, 2018 9:06 PM
To: Tykeasha Whitfield (C)
Subject: [EXTERNAL] Re: RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED], Brake Concern

Ty,

[REDACTED] contacted me today and finally did authorize repairs. I ordered the required replacement parts, and I expect the parts to arrive Monday 03/26.

Gene Kiefer

On Mar 23, 2018, at 4:25 PM, Tykeasha Whitfield (C) <tykeasha.whitfield@gm.com> wrote:

Mr. [REDACTED] said he authorized repairs.

Ty Whitfield
Executive Customer Assistance Team
Concentrix on behalf of General Motors
(855) 880-1400 Ext. 5914372
Fax (586) 920-0843
Email: tykeasha.whitfield@gm.com

<image002.jpg>

From: Gene Kiefer [<mailto:gene@pellegrinochev.com>]
Sent: Friday, March 23, 2018 7:52 AM
To: Tykeasha Whitfield (C)
Subject: [EXTERNAL] RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED], Brake Concern

Ty,

I have diagnosed the clients concern, I have provided the client a repair estimate of \$428.29+tax per the empowerment calculator, and applying the clients \$100 service voucher. Total Warranty Repair cost is \$888.49. The client did not authorize repairs. Client said would return a call to me yesterday 03/22 but did not. I also informed the client that all required repair parts were not in stock, and would require special order. I also informed the client that I would not special order the required parts prior to him giving authorization. The client acknowledged this and promised a return call which up to now he has not made.

Gene Kiefer

From: Tykeasha Whitfield (C) [<mailto:tykeasha.whitfield@gm.com>]
Sent: Thursday, March 22, 2018 5:44 PM
To: jimp@pellegrinochev.com; mark@pellegrinoautogroup.com; domenic (pellegrinochev.com); gene@pellegrinochev.com
Cc: Curt Friedlander
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Subject: RE: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED], [REDACTED], Brake Concern

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Subject: ACTION REQUIRED BY March 16, 2018 / Exec CAC Case, PELLEGRINO CHEVROLET, 3GCUKSEC5EG [REDACTED], [REDACTED] Brake Concern

Domenic Polimeni & James Pilla,

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- Customer Preferred Contact Method: Cellular Phone
- Customer Daytime Phone: [REDACTED]
- Customer Evening Phone: [REDACTED]
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- Customer Email: [REDACTED]

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Alicia

Begin forwarded message:

From: [REDACTED]
Date: March 13, 2018 at 12:26:03 AM GMT+8
To: alan.batey@gm.com, alicia.bolderdavis@gm.com, dan.ammann@gm.com, mary.barra@gm.com
Subject: [EXTERNAL] 2014 Chevy Silverado Breaks

General Motors Company
300 Renaissance Center
Detroit, MI 48243

Attention:
Alicia Boler-Davis VP of Customer Experience
Alan Batey EVP and President of NA
Dan Ammann President
Mary T Barra Chairman & CEO/

Good Afternoon Executives,

My son bought a brand new 2014 Silverado 1500 with lots of bells and whistles; he paid a pretty penny for his truck. He is having an issue with the Braking System, when traveling at a lower rate of speed, such as pulling into or backing out of a parking spot, the brake pedal is very hard to engage (Safety Hazzard). We were advised by our Mechanic to check for a recall. Upon looking we did not find a recall concerning this matter, but we did find 40 complaints. We feel this is a manufacturers issue and would like to get it taken care of. We are reaching out to all of you in case you are unaware of this problem and the 40 complaints. We know that GM would want to do everything in their power to rectify the situation.

Below I attached the link with the list of complaints. We will patiently await a response from your company advising how this will be handled. Thank you

Sincerely,

[REDACTED]

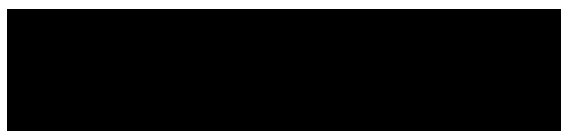
[REDACTED]

PE18-012

GM

3-27-2019

Q3





Notice of Service of Process

MD4 / WARBREACH
Transmittal Number: 17883457
Date Processed: 03/13/2018

Primary Contact: Rosemarie Williams
General Motors LLC
Mail Code 482-C22-SOP
300 Renaissance Center
Detroit, MI 48265-0001

Entity: General Motors LLC
Entity ID Number [REDACTED]

Entity Served: General Motors LLC

Title of Action: Ragland, Andrew vs. General Motors LLC

Document(s) Type: Summons/Complaint

Nature of Action: Breach of Warranty

Court/Agency: Los Angeles County Superior Court, California

Case/Reference No: BC [REDACTED]

Jurisdiction Served: California

Date Served on CSC: 03/12/2018

Answer or Appearance Due: 30 Days

Originally Served On: CSC

How Served: Personal Service

Sender Information: The Barry Law Firm (Los Angeles, CA)
310-684-5859

Client Requested Information: Year: 2016
Make: GMC
Model: Yukon
VIN: 1GKS1BKC2GR [REDACTED]

Notes: The Barry Law Firm 11835 W. Olympic Blvd., Suite 440 Los Angeles, CA 90064
CSC Location document was served: Corporation Service Company which will do business in California as
Csc-Lawyers Incorporating Service 2710 Gateway Oaks Drive Suite 150N Sacramento, CA 95833

Information contained on this transmittal form is for record keeping, notification and forwarding the attached document(s). It does not constitute a legal opinion. The recipient is responsible for interpreting the documents and taking appropriate action.

To avoid potential delay, please do not send your response to CSC

251 Little Falls Drive, Wilmington, Delaware 19808-1674 (888) 690-2882 | sop@cscglobal.com

SUMMONS (CITACION JUDICIAL)

CONFORMED COPY
OF ORIGINAL FILED
Los Angeles Superior Court

MAR 08 2018

NOTICE TO DEFENDANT: (AVISO AL DEMANDADO):

GENERAL MOTORS LLC, a Delaware Limited Liability Company; Sherri R. Carter, Executive Officer/Clerk
and DOES 1 through 20, inclusive,

By Shaunya Bolden, Deputy

YOU ARE BEING SUED BY PLAINTIFF: (LO ESTÁ DEMANDANDO EL DEMANDANTE):

[REDACTED], an individual,

NOTICE! You have been sued. The court may decide against you without your being heard unless you respond within 30 days. Read the information below.

You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site (www.lawhelpcalifornia.org), the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), or by contacting your local court or county bar association. **NOTE:** The court has a statutory lien for waived fees and costs on any settlement or arbitration award of \$10,000 or more in a civil case. The court's lien must be paid before the court will dismiss the case. **AVISO!** Lo han demandado. Si no responde dentro de 30 días, la corte puede decidir en su contra sin escuchar su versión. Lea la información a continuación.

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California (www.sucorte.ca.gov), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services (www.lawhelpcalifornia.org), en el Centro de Ayuda de las Cortes de California (www.sucorte.ca.gov) o poniéndose en contacto con la corte o el colegio de abogados locales. **AVISO:** Por ley, la corte tiene derecho a reclamar las cuotas y los costos exentos por imponer un gravamen sobre cualquier recuperación de \$10,000 ó más de valor recibida mediante un acuerdo o una concesión de arbitraje en un caso de derecho civil. Tiene que pagar el gravamen de la corte antes de que la corte pueda desear el caso.

The name and address of the court is:
(El nombre y dirección de la corte es): Stanley Mosk Courthouse

111 N. Hill Street
Los Angeles, CA 90012

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es):
David N. Barry, Esq. 11835 W. Olympic Blvd., Suite 440, Los Angeles, CA 90064 (310) 684-5859

CASE NUM.
(Número del Caso):

DATE:
(Fecha)

SHERRI R. CARTER
(Secretario)

SHAUNYA BOLDEN, Deputy
(Adjunto)

(For proof of service with this summons use Proof of Service of Summons (form POS-010).)
(Para prueba de entrega de esta citación use el formulario Proof of Service of Summons, (POS-010)).

[SEAL]

NOTICE TO THE PERSON SERVED: You are served

1. ☐ as an individual defendant.
2. ☐ as the person sued under the fictitious name of (specify):

3. ☒ on behalf of (specify): General Motors LLC, a Delaware Limited Liability Company

- under: ☐ CCP 416.10 (corporation) ☐ CCP 416.60 (minor)
☐ CCP 416.20 (defunct corporation) ☐ CCP 416.70 (conservatee)
☐ CCP 416.40 (association or partnership) ☐ CCP 416.90 (authorized person)

- ☒ other (specify): limited liability company 47701.46
4. ☒ by personal delivery on (date): 3.12.18

1 DAVID N. BARRY, ESQ. (SBN 219230)
2 THE BARRY LAW FIRM
3 11835 W. Olympic Blvd., Suite 440
4 Los Angeles, CA 90064
5 Telephone: 310.684.5859
6 Facsimile: 310.862.4539

7 Attorney for Plaintiff, [REDACTED]

CONFORMED COPY
OF ORIGINAL FILED
Los Angeles Superior Court

MAR 08 2018

Sherri R. Carter, Executive Officer/Clerk
By Shaunya Bolden, Deputy

8 SUPERIOR COURT OF THE STATE OF CALIFORNIA
9 FOR THE COUNTY OF LOS ANGELES – STANLEY MOSK COURTHOUSE

10 [REDACTED] an individual,

11
12 Plaintiff,

13 v.

14
15 GENERAL MOTORS LLC, a Delaware
16 Limited Liability Company; and DOES 1
17 through 20, inclusive,

18 Defendants.
19
20

Case No. [REDACTED]

COMPLAINT FOR DAMAGES

*Assigned for all purposes to the Hon.
in Dept.*

- 21 1. Breach of Implied Warranty of Merchantability under the Song-Beverly Warranty Act.
22 2. Breach of Express Warranty under the Song-Beverly Warranty Act.

23 JURY TRIAL DEMANDED.
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1 PLAINTIFF [REDACTED] an individual, hereby alleges and complains as
2 follows:

3 **GENERAL ALLEGATIONS COMMON TO ALL CAUSES OF ACTION**

4 1. Plaintiff [REDACTED] is an individual, residing in the County of
5 Riverside, in the State of California.

6 2. Defendant GENERAL MOTORS LLC (hereinafter referred to as
7 "Manufacturer"), is a limited liability company doing business in the County of Los Angeles, State
8 of California, and, at all times relevant herein, was/is engaged in the manufacture, sale,
9 distribution, and/or importing of GMC motor vehicles and related equipment.

10 3. The true names and capacities, whether individual, corporate, associate, or otherwise,
11 of the Defendants, Does 1 through 20, inclusive, are unknown to Plaintiff who therefore sues these
12 Defendants by such fictitious names. Plaintiff will seek leave to amend this Complaint to set forth
13 their true names and capacities when they have ascertained them. Further, Plaintiff is informed and
14 believes, and thereon alleges, that each of the Defendants designated herein as a "Doe" is
15 responsible in some manner for the events and happenings herein referred to and caused injury and
16 damage to Plaintiff as herein alleged.

17 4. Plaintiff is informed and believes, and thereon alleges, that at all times herein
18 mentioned, Defendants, and each of them, were the agents, servants, and/or employees of each of
19 their Co-Defendants. Plaintiff is informed and believes, and thereon alleges, that in doing the
20 things hereinafter alleged Defendants, and each of them, were acting in the course and scope of
21 their employment as such agents, servants, and/or employees, and with the permission, consent,
22 knowledge, and/or ratification of their Co-Defendants, principals, and/or employers.

23 5. On or about January 1, 2016, defendants Manufacturer and Does 1 through 20
24 inclusive, manufactured and/or distributed into the stream of commerce a new 2016 GMC Yukon,
25 VIN 1GKS1BKC2G[REDACTED] hereinafter referred to as the "Vehicle") for its eventual sale/lease in
26 the State of California.

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2 6. On or about June 26, 2016, Plaintiff purchased, for personal, family, and/or household
3 purposes, the subject Vehicle from the Seller for a total consideration over the term of the
4 installment contract of approximately \$48,315.00. The purchase agreement is in the possession of
5 Defendants.

6 7. The subject Vehicle was/is a "new motor vehicle" under the Song-Beverly Warranty
7 Act.

8 8. Along with the purchase of the Vehicle, Plaintiff received written warranties and other
9 express and implied warranties including, but not limited to, warranties from Manufacturer and
10 Seller that the Vehicle and its components would be free from all defects in material and
11 workmanship; that the Vehicle would pass without objection in the trade under the contract
12 description; that the Vehicle would be fit for the ordinary purposes for which it was intended; that
13 the Vehicle would conform to the promises and affirmations of fact made; that Defendants, and
14 each of them, would perform any repairs, alignments, adjustments, and/or replacements of any
15 parts necessary to ensure that the Vehicle was free from any defects in material and workmanship;
16 that Defendants, and each of them, would maintain the utility of the Vehicle for Three (3) years or
17 36,000 miles and would conform the Vehicle to the applicable express warranties. (A copy of the
18 written warranty is in the possession of the Defendants).

19 9. Plaintiff has duly performed all the conditions on Plaintiff's part under the purchase
20 agreement and under the express and implied warranties given to plaintiff, except insofar as the
21 acts and/or omissions of the Defendants, and each of them, as alleged herein, prevented and/or
22 excused such performance.

23 10. Plaintiff has delivered the Vehicle to the Manufacturer's authorized service and
24 repair facilities, agents and/or dealers, including Seller, on at least four (4) separate occasions
25 resulting in the Vehicle being out of service by reason of repair of nonconformities. Repair
26 Orders/Invoices are in the possession of Defendants.

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2 11. By way of example, and not by way of limitation, the defects, malfunctions,
3 misadjustments, and/or nonconformities with Plaintiff's Vehicle include the following: Plaintiff
4 has submitted the subject Vehicle for defects and malfunctions, specifically for issues with the
5 engine and brakes.

6 12. Each time Plaintiff delivered the nonconforming Vehicle to a Manufacturer-
7 authorized service and repair facility, Plaintiff notified Defendants, and each of them, of the
8 defects, malfunctions, misadjustments, and/or nonconformities existent with the Vehicle and
9 demanded that Manufacturer or its representatives repair, adjust, and/or replace any necessary parts
10 to conform the Vehicle to the applicable warranties.

11 13. Each time Plaintiff delivered the nonconforming Vehicle to a Manufacturer-
12 authorized service and repair facility, Defendants, and each of them, represented to Plaintiff that
13 they could and would conform the Vehicle to the applicable warranties, that in fact they did
14 conform the Vehicle to said warranties, and that all the defects, malfunctions, misadjustments,
15 and/or nonconformities have been repaired; however, Manufacturer or its representatives failed to
16 conform the Vehicle to the applicable warranties because said defects, malfunctions,
17 misadjustments, and/or nonconformities continue to exist even after a reasonable number of
18 attempts to repair was given.

19 14. The amount in controversy exceeds TWENTY FIVE THOUSAND DOLLARS
20 (\$25,000.00), exclusive of interest and costs, for which Plaintiff seeks judgment against
21 Defendants, together with equitable relief. In addition, Plaintiff seeks damages from Defendants,
22 and each of them, for incidental, consequential, exemplary, and actual damages including interest,
23 costs, and actual attorneys' fees.

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1 **FIRST CAUSE OF ACTION**

2 **Breach of Implied Warranty of Merchantability under Song-Beverly Warranty Act**

3 **Against all Defendants**

4 15. Plaintiff realleges each and every paragraph (1-14) and incorporates them by this
5 reference as though fully set forth herein.

6 16. The distribution and sale of the Vehicle was accompanied by the Manufacturer
7 implied warranty that the Vehicle was merchantable.

8 17. Furthermore, Defendants, and each of them, impliedly warranted, inter alia, that the
9 Vehicle would pass without objection in the trade under the contract description; that the Vehicle
10 was fit for the ordinary purposes for which it was intended; that the Vehicle was adequately
11 assembled; and/or that the Vehicle conformed to the promises or affirmations of fact made to
12 Plaintiff.

13 18. As evidenced by the defects, malfunctions, misadjustments, and/or nonconformities
14 alleged herein, the Vehicle was not merchantable because it did not have the quality that a buyer
15 would reasonably expect, because it could not pass without objection in the trade under the contract
16 description; because it was not fit for the ordinary purposes for which it was intended; because it
17 was not adequately assembled; and/or because it did not or could not be conformed to the promises
18 or affirmations of fact made to Plaintiff.

19 19. Upon discovery of the Vehicle's nonconformities, Plaintiff took reasonable steps to
20 notify Defendants, and each of them, within a reasonable time that the Vehicle did not have the
21 quality that a buyer would reasonably expect and, further, justifiably revoked acceptance of the
22 nonconforming Vehicle.

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1 20. Plaintiff hereby gives written notice and justifiably revokes acceptance of the
2 nonconforming Vehicle under the Commercial Code sections 2607 and 2608. Plaintiff further
3 demands that the Manufacturer cancel the sale, take back the nonconforming Vehicle, refund all
4 the money expended, pay the difference between the value of the Vehicle as accepted and the value
5 the Vehicle would have had if it had been as warranted, and/or pay damages under the Commercial
6 Code sections 2711, 2714, and 2715. Defendants, and each of them, have, however, refused to
7 comply.

8 21. Plaintiff hereby gives written notice and makes demand upon Manufacturer for
9 replacement or restitution, pursuant to Song-Beverly. Defendants, and each of them, knew of their
10 obligations under Song-Beverly; however, despite Plaintiff's demand, Defendants and each of
11 them, have intentionally failed and refused to make restitution or replacement pursuant to Song-
12 Beverly.

13 22. As a result of the acts and/or omissions of the Defendants, and each of them, Plaintiff
14 has sustained damage in the amount actually paid or payable under the contract, plus prejudgment
15 interest thereon at the legal rate. Plaintiff will seek leave to amend this Complaint to set forth the
16 exact amount thereof when that amount is ascertained.

17 23. As a further result of the actions of Defendants, and each of them, Plaintiff has
18 sustained incidental and consequential damages in an amount yet to be determined, plus interest
19 thereon at the legal rate. Plaintiff will seek leave to amend this Complaint to set forth the exact
20 amount of incidental damages when that amount is ascertained.

21 24. As a further result of the actions of Defendants, and each of them, Plaintiff has
22 sustained damages equal to the difference between the value of the Vehicle as accepted and the
23 value the Vehicle would have had if it had been as warranted.

24 25. As a direct result of the acts and/or omissions of Defendants, and each of them, and
25 in pursuing Plaintiff's claim, it was necessary for Plaintiff to retain legal counsel. Pursuant to
26 Song-Beverly, Plaintiff, in addition to his other remedies, is entitled to the recovery of her
27 attorneys' fees based upon actual time expended and reasonably incurred, in connection with the
28 commencement and prosecution of this action.

1 33. As a result of the acts and/or omissions of Defendants, and each of them, and
2 pursuant to the provisions of the Song-Beverly, Plaintiff is entitled to replacement of the Vehicle or
3 restitution of the amount actually paid or payable under the contract, at Plaintiff's election, plus
4 prejudgment interest thereon at the legal rate. Plaintiff will seek leave of Court to amend this
5 Complaint to set forth the exact amount of restitution and interest, upon election, when that amount
6 has been ascertained.

7 34. Additionally, as a result of the acts and/or omissions of Defendants, and each of
8 them, and pursuant to Song-Beverly, Plaintiff has sustained and is entitled to consequential and
9 incidental damages in amounts yet to be determined, plus interest thereon at the legal rate. Plaintiff
10 will seek leave of the court to amend this complaint to set forth the exact amount of consequential
11 and/or incidental damages when those amounts have been ascertained.

12 35. As a direct result of the acts and/or omissions of Defendants, and each of them, and
13 in pursuing Plaintiff's claim, it was necessary for Plaintiff to retain legal counsel. Pursuant to
14 Song-Beverly, Plaintiff, in addition to other remedies, is entitled to the recovery of his attorneys'
15 fees based upon actual time expended and reasonably incurred, in connection with the
16 commencement and prosecution of this action.

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1 **PRAYER FOR RELIEF**

2 WHEREFORE, Plaintiff prays for judgment against all Defendants, and each of them, as
3 follows:

- 4 A. For replacement or restitution, at Plaintiff's election, according to proof;
5 B. For incidental damages, according to proof;
6 C. For consequential damages, according to proof;
7 D. For a civil penalty as provided in Song-Beverly, in an amount not to exceed two
8 times the amount of Plaintiff's actual damages;
9 E. For actual attorney's fees, reasonably incurred;
10 F. For costs of suit and expenses, according to proof;
11 G. For the difference between the value of the Vehicle as accepted and the value the
12 Vehicle would have had if it had been as warranted;
13 H. For remedies provided in Chapters 6 and 7 of Division 2 of the Commercial Code;
14 I. For pre-judgment interest at the legal rate;
15 J. Such other relief the Court deems appropriate.

16
17 Date: January 24, 2018

THE BARRY LAW FIRM

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19
20 DAVID N. BARRY, ESQ.
21 Attorney for Plaintiff,
22 ANDREW RAGLAND
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**SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES
NOTICE OF CASE ASSIGNMENT - UNLIMITED CIVIL CASE - IC**

Case Number _____

THIS FORM IS TO BE SERVED WITH THE SUMMONS AND COMPLAINT

Your case is assigned for all purposes to the judicial officer indicated below.

ASSIGNED JUDGE	DEPT	ROOM	ASSIGNED JUDGE	DEPT	ROOM
Hon. Debra K. Weintraub	1	534	Hon. Elizabeth Allen White	48	506
Hon. Barbara A. Meiers	12	636	Hon. Deirdre Hill	49	509
Hon. Terry A. Green	14	300	Hon. Teresa A. Beaudet	50	508
Hon. Richard Fruin	15	307	Hon. Michael J. Raphael	51	511
Hon. Rita Miller	16	306	Hon. Susan Bryant-Deason	52	510
Hon. Richard E. Rico	17	309	Hon. Howard L. Halm	53	513
Hon. Stephanie Bowick	19	311	Hon. Ernest M. Hiroshige	54	512
Hon. Dalila Corral Lyons	20	310	Hon. Malcolm H. Mackey	55	515
Hon. Robert L. Hess	24	314	Hon. Holly J. Fajie	56	514
Hon. Yvette M. Palazuelos	28	318	Hon. John P. Doyle	58	516
Hon. Barbara Scheper	30	400	Hon. Gregory Keosian	61	732
Hon. Samantha Jessner	31	407	Hon. Michael L. Stern	62	600
Hon. Daniel S. Murphy	32	406	Hon. Mark Mooney	68	617
Hon. Michael P. Linfield	34	408	Hon. William F. Fahey	69	621
Hon. Gregory Alarcon	36	410	Hon. Monica Bachner	71	729
Hon. Marc Marmaro	37	413	Hon. Ruth Ann Kwan	72	731
Hon. Maureen Duffy-Lewis	38	412	Hon. Rafael Ongkeko	73	733
Hon. Elizabeth Feffer	39	415	Hon. Michelle Williams Court	74	735
Hon. David Sotelo	40	414	Hon. Gail Ruderman Feuer	78	730
Hon. Holly E. Kendig	42	416			
Hon. Mel Red Recana	45	529			
Hon. Frederick C. Shaller	46	500			
Hon. Randolph Hammock	47	507			

Given to the Plaintiff/Cross-Complainant/Attorney of Record on _____
(Date)

SHERRI R. CARTER, Executive Officer/Clerk of Court

By _____, Deputy Clerk

INSTRUCTIONS FOR HANDLING UNLIMITED CIVIL CASES

The following critical provisions of the California Rules of Court, Title 3, Division 7, as applicable in the Superior Court, are summarized for your assistance.

APPLICATION

The Division 7 Rules were effective January 1, 2007. They apply to all general civil cases.

PRIORITY OVER OTHER RULES

The Division 7 Rules shall have priority over all other Local Rules to the extent the others are inconsistent.

CHALLENGE TO ASSIGNED JUDGE

A challenge under Code of Civil Procedure Section 170.6 must be made within 15 days after notice of assignment for all purposes to a judge, or if a party has not yet appeared, within 15 days of the first appearance.

TIME STANDARDS

Cases assigned to the Independent Calendaring Courts will be subject to processing under the following time standards:

COMPLAINTS

All complaints shall be served within 60 days of filing and proof of service shall be filed within 90 days.

CROSS-COMPLAINTS

Without leave of court first being obtained, no cross-complaint may be filed by any party after their answer is filed. Cross-complaints shall be served within 30 days of the filing date and a proof of service filed within 60 days of the filing date.

STATUS CONFERENCE

A status conference will be scheduled by the assigned Independent Calendar Judge no later than 270 days after the filing of the complaint. Counsel must be fully prepared to discuss the following issues: alternative dispute resolution, bifurcation, settlement, trial date, and expert witnesses.

FINAL STATUS CONFERENCE

The Court will require the parties to attend a final status conference not more than 10 days before the scheduled trial date. All parties shall have motions in limine, bifurcation motions, statements of major evidentiary issues, dispositive motions, requested form jury instructions, special jury instructions, and special jury verdicts timely filed and served prior to the conference. These matters may be heard and resolved at this conference. At least five days before this conference, counsel must also have exchanged lists of exhibits and witnesses, and have submitted to the court a brief statement of the case to be read to the jury panel as required by Chapter Three of the Los Angeles Superior Court Rules.

SANCTIONS

The court will impose appropriate sanctions for the failure or refusal to comply with Chapter Three Rules, orders made by the Court, and time standards or deadlines established by the Court or by the Chapter Three Rules. Such sanctions may be on a party, or if appropriate, on counsel for a party.

This is not a complete delineation of the Division 7 or Chapter Three Rules, and adherence only to the above provisions is therefore not a guarantee against the imposition of sanctions under Trial Court Delay Reduction. Careful reading and compliance with the actual Chapter Rules is imperative.

Class Actions

Pursuant to Local Rule 2.3, all class actions shall be filed at the Stanley Mosk Courthouse and are randomly assigned to a complex judge at the designated complex courthouse. If the case is found not to be a class action it will be returned to an Independent Calendar Courtroom for all purposes.

***Provisionally Complex Cases**

Cases filed as provisionally complex are initially assigned to the Supervising Judge of complex litigation for determination of complex status. If the case is deemed to be complex within the meaning of California Rules of Court 3.400 et seq., it will be randomly assigned to a complex judge at the designated complex courthouse. If the case is found not to be complex, it will be returned to an Independent Calendar Courtroom for all purposes.

VOLUNTARY EFFICIENT LITIGATION STIPULATIONS

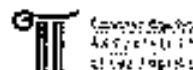


Superior Court of California
County of Los Angeles

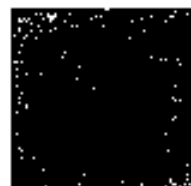


Los Angeles County
Bar Association
Litigation Section

Los Angeles County
Bar Association Labor and
Employment Law Section



Consumer Attorneys
Association of Los Angeles



Southern California
Defense Counsel



Association of
Business Trial Lawyers



California Employment
Lawyers Association

The Early Organizational Meeting Stipulation, Discovery Resolution Stipulation, and Motions in Limine Stipulation are voluntary stipulations entered into by the parties. The parties may enter into one, two, or all three of the stipulations; however, they may not alter the stipulations as written, because the Court wants to ensure uniformity of application. These stipulations are meant to encourage cooperation between the parties and to assist in resolving issues in a manner that promotes economic case resolution and judicial efficiency.

The following organizations endorse the goal of promoting efficiency in litigation and ask that counsel consider using these stipulations as a voluntary way to promote communications and procedures among counsel and with the court to fairly resolve issues in their cases.

◆ Los Angeles County Bar Association Litigation Section ◆

◆ Los Angeles County Bar Association
Labor and Employment Law Section ◆

◆ Consumer Attorneys Association of Los Angeles ◆

◆ Southern California Defense Counsel ◆

◆ Association of Business Trial Lawyers ◆

◆ California Employment Lawyers Association ◆

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:		STATE BAR NUMBER:	Approval of Clerk's Office Stamp
TELEPHONE NO.:		FAX NO. (Optional):	
E-MAIL ADDRESS (Optional):			
ATTORNEY FOR (Name):			
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES			
COURTHOUSE ADDRESS:			
PLAINTIFF:			
DEFENDANT:			
STIPULATION – DISCOVERY RESOLUTION			CASE NUMBER:

This stipulation is intended to provide a fast and informal resolution of discovery issues through limited paperwork and an informal conference with the Court to aid in the resolution of the issues.

The parties agree that:

1. Prior to the discovery cut-off in this action, no discovery motion shall be filed or heard unless the moving party first makes a written request for an Informal Discovery Conference pursuant to the terms of this stipulation.
2. At the Informal Discovery Conference the Court will consider the dispute presented by parties and determine whether it can be resolved informally. Nothing set forth herein will preclude a party from making a record at the conclusion of an Informal Discovery Conference, either orally or in writing.
3. Following a reasonable and good faith attempt at an informal resolution of each issue to be presented, a party may request an Informal Discovery Conference pursuant to the following procedures:
 - a. The party requesting the Informal Discovery Conference will:
 - i. File a Request for Informal Discovery Conference with the clerk's office on the approved form (copy attached) and deliver a courtesy, conformed copy to the assigned department;
 - ii. Include a brief summary of the dispute and specify the relief requested; and
 - iii. Serve the opposing party pursuant to any authorized or agreed method of service that ensures that the opposing party receives the Request for Informal Discovery Conference no later than the next court day following the filing.
 - b. Any Answer to a Request for Informal Discovery Conference must:
 - i. Also be filed on the approved form (copy attached);
 - ii. Include a brief summary of why the requested relief should be denied;

SHORT TITLE	CASE NUMBER

- iii. Be filed within two (2) court days of receipt of the Request; and
 - iv. Be served on the opposing party pursuant to any authorized or agreed upon method of service that ensures that the opposing party receives the Answer no later than the next court day following the filing.
 - c. No other pleadings, including but not limited to exhibits, declarations, or attachments, will be accepted.
 - d. If the Court has not granted or denied the Request for Informal Discovery Conference within ten (10) days following the filing of the Request, then it shall be deemed to have been denied. If the Court acts on the Request, the parties will be notified whether the Request for Informal Discovery Conference has been granted or denied and, if granted, the date and time of the Informal Discovery Conference, which must be within twenty (20) days of the filing of the Request for Informal Discovery Conference.
 - e. If the conference is not held within twenty (20) days of the filing of the Request for Informal Discovery Conference, unless extended by agreement of the parties and the Court, then the Request for the Informal Discovery Conference shall be deemed to have been denied at that time.
4. If (a) the Court has denied a conference or (b) one of the time deadlines above has expired without the Court having acted or (c) the Informal Discovery Conference is concluded without resolving the dispute, then a party may file a discovery motion to address unresolved issues.
5. The parties hereby further agree that the time for making a motion to compel or other discovery motion is tolled from the date of filing of the Request for Informal Discovery Conference until (a) the request is denied or deemed denied or (b) twenty (20) days after the filing of the Request for Informal Discovery Conference, whichever is earlier, unless extended by Order of the Court.
- It is the understanding and intent of the parties that this stipulation shall, for each discovery dispute to which it applies, constitute a writing memorializing a "specific later date to which the propounding [or demanding or requesting] party and the responding party have agreed in writing," within the meaning of Code Civil Procedure sections 2030.300(c), 2031.320(c), and 2033.290(c).
6. Nothing herein will preclude any party from applying *ex parte* for appropriate relief, including an order shortening time for a motion to be heard concerning discovery.
7. Any party may terminate this stipulation by giving twenty-one (21) days notice of intent to terminate the stipulation.
8. References to "days" mean calendar days, unless otherwise noted. If the date for performing any act pursuant to this stipulation falls on a Saturday, Sunday or Court holiday, then the time for performing that act shall be extended to the next Court day.

SHORT TITLE

CASE NUMBER

The following parties stipulate:

Date:

(TYPE OR PRINT NAME)

Date:

(TYPE OR PRINT NAME)

Date:

(TYPE OR PRINT NAME)

Date:

(TYPE OR PRINT NAME)

Date:

(TYPE OR PRINT NAME)

Date:

(TYPE OR PRINT NAME)

Date:

(TYPE OR PRINT NAME)

>

(ATTORNEY FOR PLAINTIFF)

>

(ATTORNEY FOR DEFENDANT)

>

(ATTORNEY FOR DEFENDANT)

>

(ATTORNEY FOR DEFENDANT)

>

(ATTORNEY FOR _____)

>

(ATTORNEY FOR _____)

>

(ATTORNEY FOR _____)

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:		STATE BAR NUMBER	Approved for Clerk's File Stamp
TELEPHONE NO.			
E-MAIL ADDRESS (Optional)			
ATTORNEY FOR (Name):			
FAX NO. (Optional)			
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES			
COURTHOUSE ADDRESS:			
PLAINTIFF:			
DEFENDANT:			
STIPULATION – EARLY ORGANIZATIONAL MEETING			CASE NUMBER:

This stipulation is intended to encourage cooperation among the parties at an early stage in the litigation and to assist the parties in efficient case resolution.

The parties agree that:

1. The parties commit to conduct an initial conference (in-person or via teleconference or via videoconference) within 15 days from the date this stipulation is signed, to discuss and consider whether there can be agreement on the following:
 - a. Are motions to challenge the pleadings necessary? If the issue can be resolved by amendment as of right, or if the Court would allow leave to amend, could an amended complaint resolve most or all of the issues a demurrer might otherwise raise? If so, the parties agree to work through pleading issues so that a demurrer need only raise issues they cannot resolve. Is the issue that the defendant seeks to raise amenable to resolution on demurrer, or would some other type of motion be preferable? Could a voluntary targeted exchange of documents or information by any party cure an uncertainty in the pleadings?
 - b. Initial mutual exchanges of documents at the "core" of the litigation. (For example, in an employment case, the employment records, personnel file and documents relating to the conduct in question could be considered "core." In a personal injury case, an incident or police report, medical records, and repair or maintenance records could be considered "core.");
 - c. Exchange of names and contact information of witnesses;
 - d. Any insurance agreement that may be available to satisfy part or all of a judgment, or to indemnify or reimburse for payments made to satisfy a judgment;
 - e. Exchange of any other information that might be helpful to facilitate understanding, handling, or resolution of the case in a manner that preserves objections or privileges by agreement;
 - f. Controlling issues of law that, if resolved early, will promote efficiency and economy in other phases of the case. Also, when and how such issues can be presented to the Court;
 - g. Whether or when the case should be scheduled with a settlement officer, what discovery or court ruling on legal issues is reasonably required to make settlement discussions meaningful, and whether the parties wish to use a sitting judge or a private mediator or other options as

SHORT TITLE

CASE NUMBER

discussed in the "Alternative Dispute Resolution (ADR) Information Package" served with the complaint;

- h. Computation of damages, including documents, not privileged or protected from disclosure, on which such computation is based;
 - i. Whether the case is suitable for the Expedited Jury Trial procedures (see information at www.lacourt.org under "Civil" and then under "General Information").
2. The time for a defending party to respond to a complaint or cross-complaint will be extended to _____ for the complaint, and _____ for the cross-complaint, which is comprised of the 30 days to respond under Government Code § 68616(b), and the 30 days permitted by Code of Civil Procedure section 1054(a), good cause having been found by the Civil Supervising Judge due to the case management benefits provided by this Stipulation. A copy of the General Order can be found at www.lacourt.org under "Civil", click on "General Information", then click on "Voluntary Efficient Litigation Stipulations".
 3. The parties will prepare a joint report titled "Joint Status Report Pursuant to Initial Conference and Early Organizational Meeting Stipulation, and if desired, a proposed order summarizing results of their meet and confer and advising the Court of any way it may assist the parties' efficient conduct or resolution of the case. The parties shall attach the Joint Status Report to the Case Management Conference statement, and file the documents when the CMC statement is due.
 4. References to "days" mean calendar days, unless otherwise noted. If the date for performing any act pursuant to this stipulation falls on a Saturday, Sunday or Court holiday, then the time for performing that act shall be extended to the next Court day.

The following parties stipulate:

Plaintiff:

(TYPE OR PRINT NAME)

Date:

(TYPE OR PRINT NAME)

Date:

(TYPE OR PRINT NAME)

Date:

(TYPE OR PRINT NAME)

Date:

(TYPE OR PRINT NAME)

Date:

(TYPE OR PRINT NAME)

Date:

(TYPE OR PRINT NAME)

>

(ATTORNEY FOR PLAINTIFF)

>

(ATTORNEY FOR DEFENDANT)

>

(ATTORNEY FOR DEFENDANT)

>

(ATTORNEY FOR DEFENDANT)

>

(ATTORNEY FOR _____)

>

(ATTORNEY FOR _____)

>

(ATTORNEY FOR _____)

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:		STATE BAR NUMBER:	Reserved for Clerk's File Stamp
TELEPHONE NO.:		FAX NO. (Optional):	
E-MAIL ADDRESS (Optional):			
ATTORNEY FOR (Name):			
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES			
COURTHOUSE ADDRESS:			
PLAINTIFF:			
DEFENDANT:			
INFORMAL DISCOVERY CONFERENCE (pursuant to the Discovery Resolution Stipulation of the parties)			CASE NUMBER:

1. This document relates to:

☐
☐

Request for Informal Discovery Conference

Answer to Request for Informal Discovery Conference

2. Deadline for Court to decide on Request: _____ (Insert date 10 calendar days following filing of the Request).

3. Deadline for Court to hold Informal Discovery Conference: _____ (insert date 20 calendar days following filing of the Request).

4. For a Request for Informal Discovery Conference, briefly describe the nature of the discovery dispute, including the facts and legal arguments at issue. For an Answer to Request for Informal Discovery Conference, briefly describe why the Court should deny the requested discovery, including the facts and legal arguments at issue.

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY		STATE, BAR NO. (If SL)	Reserved for Clerk's File Stamp
TELEPHONE NO.:		FAX NO. (Optional):	
E-MAIL ADDRESS (Optional):			
ATTORNEY FOR (Name):			
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES			
COURTHOUSE ADDRESS:			
PLAINTIFF:			
DEFENDANT:			
STIPULATION AND ORDER – MOTIONS IN LIMINE			CASE NUMBER:

This stipulation is intended to provide fast and informal resolution of evidentiary issues through diligent efforts to define and discuss such issues and limit paperwork.

The parties agree that:

1. At least ____ days before the final status conference, each party will provide all other parties with a list containing a one paragraph explanation of each proposed motion in limine. Each one paragraph explanation must identify the substance of a single proposed motion in limine and the grounds for the proposed motion.
2. The parties thereafter will meet and confer, either in person or via teleconference or videoconference, concerning all proposed motions in limine. In that meet and confer, the parties will determine:
 - a. Whether the parties can stipulate to any of the proposed motions. If the parties so stipulate, they may file a stipulation and proposed order with the Court.
 - b. Whether any of the proposed motions can be briefed and submitted by means of a short joint statement of issues. For each motion which can be addressed by a short joint statement of issues, a short joint statement of issues must be filed with the Court 10 days prior to the final status conference. Each side's portion of the short joint statement of issues may not exceed three pages. The parties will meet and confer to agree on a date and manner for exchanging the parties' respective portions of the short joint statement of issues and the process for filing the short joint statement of issues.
3. All proposed motions in limine that are not either the subject of a stipulation or briefed via a short joint statement of issues will be briefed and filed in accordance with the California Rules of Court and the Los Angeles Superior Court Rules.

SHORT TITLE:	CASE NUMBER:

The following parties stipulate:

Date: _____ _____ (TYPE OR PRINT NAME)	> _____ (ATTORNEY FOR PLAINTIFF)
Date: _____ _____ (TYPE OR PRINT NAME)	> _____ (ATTORNEY FOR DEFENDANT)
Date: _____ _____ (TYPE OR PRINT NAME)	> _____ (ATTORNEY FOR DEFENDANT)
Date: _____ _____ (TYPE OR PRINT NAME)	> _____ (ATTORNEY FOR DEFENDANT)
Date: _____ _____ (TYPE OR PRINT NAME)	> _____ (ATTORNEY FOR _____)
Date: _____ _____ (TYPE OR PRINT NAME)	> _____ (ATTORNEY FOR _____)
Date: _____ _____ (TYPE OR PRINT NAME)	> _____ (ATTORNEY FOR _____)

THE COURT SO ORDERS.

Date: _____	_____ JUDICIAL OFFICER

Superior Court of California County of Los Angeles



ALTERNATIVE DISPUTE RESOLUTION (ADR) INFORMATION PACKET

The person who files a civil lawsuit (plaintiff) must include the ADR information Packet with the complaint when serving the defendant. Cross-complainants must serve the ADR Information Packet on any new parties named to the action together with the cross-complaint.

There are a number of ways to resolve civil disputes without having to sue someone. These alternatives to a lawsuit are known as alternative dispute resolution (ADR).

In ADR, trained, impartial persons decide disputes or help parties decide disputes themselves. These persons are called neutrals. For example, in mediations, the neutral is the mediator. Neutrals normally are chosen by the disputing parties or by the court. Neutrals can help resolve disputes without having to go to court.

Advantages of ADR

- Often faster than going to trial
- Often less expensive, saving the litigants court costs, attorney's fees and expert fees.
- May permit more participation, allowing parties to have more control over the outcome.
- Allows for flexibility in choice of ADR processes and resolution of the dispute.
- Fosters cooperation by allowing parties to work together with the neutral to resolve the dispute and mutually agree to remedy.
- There are fewer, if any, court appearances. Because ADR can be faster and save money, it can reduce stress.

Disadvantages of ADR - ADR may not be suitable for every dispute.

- If ADR is binding, the parties normally give up most court protections, including a decision by a judge or jury under formal rules of evidence and procedure, and review for legal error by an appellate court.
- ADR may not be effective if it takes place before the parties have sufficient information to resolve the dispute.
- The neutral may charge a fee for his or her services.
- If the dispute is not resolved through ADR, the parties may then have to face the usual and traditional costs of trial, such as attorney's fees and expert fees.

The Most Common Types of ADR

• Mediation

In mediation, a neutral (the mediator) assists the parties in reaching a mutually acceptable resolution of their dispute. Unlike lawsuits or some other types of ADR, the parties, rather than the mediator, decide how the dispute is to be resolved.

- **Mediation is particularly effective when the parties have a continuing relationship, like neighbors or business people. Mediation is also very effective where personal feelings are getting in the way of a resolution. This is because mediation normally gives the parties a chance to express their feelings and find out how the other sees things.**
- **Mediation may not be effective when one party is unwilling to cooperate or compromise or when one of the parties has a significant advantage in power over the other. Therefore, it may not be a good choice if the parties have a history of abuse or victimization.**

- **Arbitration**

In arbitration, a neutral person called an "arbitrator" hears arguments and evidence from each side and then decides the outcome of the dispute. Arbitration is typically less formal than a trial, and the rules of evidence may be relaxed. Arbitration may be either "binding" or "non-binding." Binding arbitration means the parties waive their right to a trial and agree to accept the arbitrator's decision as final. Non-binding arbitration means that the parties are free to request a trial if they reject the arbitrator's decision.

Arbitration is best for cases where the parties want another person to decide the outcome of their dispute for them but would like to avoid the formality, time, and expense of a trial. It may also be appropriate for complex matters where the parties want a decision-maker who has training or experience in the subject matter of the dispute.

- **Mandatory Settlement Conference (MSC)**

Settlement Conferences are appropriate in any case where settlement is an option.

Mandatory Settlement Conferences are ordered by the Court and are often held near the date a case is set for trial. The parties and their attorneys meet with a judge who devotes his or her time exclusively to preside over the MSC. The judge does not make a decision in the case but assists the parties in evaluating the strengths and weaknesses of the case and in negotiating a settlement.

The Los Angeles Superior Court Mandatory Settlement Conference (MSC) program is free of charge and staffed by experienced sitting civil judges who devote their time exclusively to presiding over MSCs. The judges participating in the judicial MSC program and their locations are identified in the List of Settlement Officers found on the Los Angeles Superior Court website at <http://www.lacourt.org/>. This program is available in general jurisdiction cases with represented parties from independent calendar (IC) and Central Civil West (CCW) courtrooms. In addition, on an ad hoc basis, personal injury cases may be referred to the program on the eve of trial by the personal injury master calendar courts in the Stanley Mosk Courthouse or the asbestos calendar court in CCW.

In order to access the Los Angeles Superior Court MSC Program the judge in the IC courtroom, the CCW Courtroom or the personal injury master calendar courtroom must refer the parties to the program. Further, all parties must complete the information requested in the Settlement Conference Intake Form and email the completed form to mscdept18@lacourt.org.

Additional Information

To locate a dispute resolution program or neutral in your community:

- Contact the California Department of Consumer Affairs (www.dca.ca.gov) Consumer Information Center toll free at 800-952-5210, or;
- Contact the local bar association (<http://www.lacba.org/>) or;
- Look in a telephone directory or search online for "mediators; or "arbitrators."

There may be a charge for services provided by private arbitrators and mediators.

A list of approved State Bar Approved Mandatory Fee Arbitration programs is available at <http://calbar.ca.gov/Attorneys/MemberServices/FeeArbitration/ApprovedPrograms.aspx#19>

To request information about, or assistance with, dispute resolution, call the number listed below. Or you may call a Contract Provider agency directly. A list of current Contract Provider agencies in Los Angeles County is available at the link below.

<http://css.lacounty.gov/programs/dispute-resolution-program-drp/>

County of Los Angeles Dispute Resolution Program
3175 West 6th Street, Room 406
Los Angeles, CA 90020-1798
TEL: (213) 738-2621
FAX: (213) 386-3995

INTERFACE WITH CUSTOMER

View Vehicle Component Summary



This screen allows IVH users to view the information on various major components added to the VIN selected during vehicle build.

Vehicle Information

VIN: 1GKS1BKC2GR [REDACTED] Model: TC15706-2016 YUKON 2WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#) [REQUEST ANOTHER VIN](#)

For this vehicle:

- [View Vehicle Summary](#)
 - Service Contract
 - Branded Title
 - Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Vehicle Component

Component Code: 99-SPEAKER AMPLIFIER	Traceability: 187912044
Source Plant: B-BOSE FRAMINGHAM, MASSACHUSETTS	Part / Number Broadcast: 4898
Date Scanned: 02/26/2016	Time Scanned: 05:07:00 Scan Station: 04
Component Code: AH-IR-SENSOR ASM-LEFT	Traceability: A70A75109
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8676
Date Scanned: 02/26/2016	Time Scanned: 05:07:00 Scan Station: 04
Component Code: AJ-IR-SENSOR ASM-RIGHT	Traceability: AD8FB3B09
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8676
Date Scanned: 02/26/2016	Time Scanned: 05:07:00 Scan Station: 04
Component Code: AT-RIGHT SIDE IMPACT SENSING MODULE	Traceability: P46350D01
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8677
Date Scanned: 02/26/2016	Time Scanned: 05:07:00 Scan Station: 04
Component Code: AU-LEFT SIDE IMPACT SENSING MODULE	Traceability: P80066162
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8677
Date Scanned: 02/26/2016	Time Scanned: 05:07:00 Scan Station: 04
Component Code: BR-SENSOR ASSY - (PSIR) PRESENCE DETECTOR	Traceability: 01360P3WF
Source Plant: S-	Part / Number Broadcast: 3680
Date Scanned: 02/26/2016	Time Scanned: 05:07:00 Scan Station: 04
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 1481089
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 02/17/2016	Time Scanned: 01:31:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 1090697
Source Plant: -	Part / Number Broadcast: 1GG
Date Scanned: 02/25/2016	Time Scanned: 11:52:00 Scan Station:
Component Code: CH-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 1093958
Source Plant: -	Part / Number Broadcast: 1HH
Date Scanned: 02/24/2016	Time Scanned: 19:28:00 Scan Station:
Component Code: CN-SEQ NUM (FLEX) GEN ASM	Traceability: 1093441
Source Plant: -	Part / Number Broadcast: 1EE

Date Scanned: 02/25/2016	Time Scanned: 18:44:00	Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 1059976	
Source Plant: -	Part / Number Broadcast: 1AZ	
Date Scanned: 02/25/2016	Time Scanned: 20:56:00	Scan Station:
Component Code: DA----	Traceability: AB123BD09	
Source Plant: D-	Part / Number Broadcast: 8678	
Date Scanned: 02/26/2016	Time Scanned: 05:07:00	Scan Station: 04
Component Code: DB----	Traceability: A1BA3D309	
Source Plant: D-	Part / Number Broadcast: 8678	
Date Scanned: 02/26/2016	Time Scanned: 05:07:00	Scan Station: 04
Component Code: DV----	Traceability: 534400816	
Source Plant: Q-	Part / Number Broadcast: 0598	
Date Scanned: 02/26/2016	Time Scanned: 05:07:00	Scan Station: 04

Service Agent Installed Component

Vehicle has no current record of vehicle component.

March 22, 2018

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Delivery Information](#)**INTERFACE WITH
CUSTOMER**

View Vehicle Delivery Information



This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

Vehicle Information

VIN: 1GKS1BKC2GR [REDACTED] Model: TC15706-2016 YUKON 2WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#)

[REQUEST ANOTHER VIN](#)**Invoice Information**

Invoicing Service Agent: 114624 Invoice Date: 02/26/2016
RALLY BUICK GMC CADILLAC
39012 CARRIAGE WAY
PALMDALE CA 93551-3707 6619476000

Ship to Information

Ship to Service Agent: 114624 Ship to Date: N/A
RALLY BUICK GMC CADILLAC
39012 CARRIAGE WAY
PALMDALE CA 93551-3707 6619476000

Delivery Information

Delivery Service Agent: 114568 Delivery Date: 06/26/2016
MARK CHRISTOPHER AUTO CENTER
2131 CONVENTION CENTER WAY SUITE A
ONTARIO CA 91764-4452 9093902900
Delivery Type: 015---RETAIL LEASE - INDIVIDUAL
Delivery Odometer: 108

In Service Information

Invoicing Service Agent: In Service Date: N/A
In Service Type: 0000
In Service Odometer: 0

Registration Information

Registration Service Agent: N/A
Registration Date: N/A
Registration Number: N/A
Registration Odometer: 0

For this vehicle:

- [View Vehicle Summary](#)
 - Service Contract
 - Branded Title
 - Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

March 22, 2018

Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail

**INTERFACE WITH
CUSTOMER**

View Vehicle Transaction History Detail



This screen allows IVH users to view the available information on individual transaction for the VIN selected.

Vehicle Information

VIN: 1GKS1BKC2GR [REDACTED] Model: TC15706-2016 YUKON 2WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#) REQUEST ANOTHER VIN

For this vehicle:

- [View Vehicle Summary](#)
 - Service Contract
 - Branded Title
 - Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Job Card Date: 10/05/2017**Job Card Number:** [REDACTED]

Repair Service Agent: 192099
AER TECHNOLOGIES
650 COLUMBIA ST
BREA CA 92821-2912

Odometer Reading: 22,074 MI
Authorization Code:

Process Date:
10/12/2017

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0290-Audio/Entertainment/Navigation - Other
issues

Job Card Line #: 1

Transaction Adjustment: Cause Code: 6017-Module/Component
- Broken

Labour Op 0600368-RADIO RECEIVER-RETURN TO AC/DELCO ESC

Causal Part Number 000000000023379291-DISPLAY ASM-VIDEO

→ [See other Parts and/or Net Items](#)**Job Card Date:** 10/04/2017**Job Card Number:** [REDACTED]

Repair Service Agent: 114568
MARK CHRISTOPHER AUTO CENTER
2131 CONVENTION CENTER WAY SUITE A
ONTARIO CA 91764-4452
9093902900

Odometer Reading: 22,074 MI
Authorization Code:

Process Date:
10/09/2017

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0590-Features/Controls/Displays - Other
issues

Job Card Line #: 1

Transaction Adjustment: Cause Code: 6061-Module/Component -
Leaks

Labour Op 4023850-Vacuum Pump Assembly Replacement

Causal Part Number 000000000012669488-PUMP ASM-VAC

→ [See other Parts and/or Net Items](#)

Job Card Date: 10/04/2017

Job Card Number: [REDACTED]

Repair Service Agent: 114568
MARK CHRISTOPHER AUTO CENTER
2131 CONVENTION CENTER WAY SUITE A
ONTARIO CA 91764-4452
9093902900

Odometer Reading: 22,074 MI
Authorization Code:

Process Date:
10/09/2017

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0222-Audio/Entertainment/Navigation -
Video

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 6579-Module/Component -
Shorted

Labour Op 3423420-Video Display Replacement

Causal Part Number

→ [See other Parts and/or Net Items](#)

Job Card Date: 09/27/2017

Job Card Number: [REDACTED]

Repair Service Agent: 257619
ALLSTATE - SIGNATURE MOTOR CLUB, IN
200 N MARTINGALE RD
SCHAUMBURG IL 60173-2033

Odometer Reading: 21,542 MI
Authorization Code: AM

Process Date:
09/29/2017

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0090-No Customer Complaint - Other
issues

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 9094-Other - Follow
operation

Labour Op 0600062-ROADSIDE SERVICE (FLAT TIRE)

Causal Part Number

→ [See other Parts and/or Net Items](#)

Job Card Date: 03/31/2017

Job Card Number: [REDACTED]

Repair Service Agent: 114568
MARK CHRISTOPHER AUTO CENTER
2131 CONVENTION CENTER WAY SUITE A
ONTARIO CA 91764-4452
9093902900

Odometer Reading: 13,275 MI
Authorization Code:

Process Date:
03/31/2017

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 9098-Other - Maintenance

Labour Op 0600743-GMC 2 Year Maintenance

Causal Part Number
→[See other Parts and/or Net Items](#)

Job Card Date: 12/02/2016

Job Card Number: [REDACTED]

Repair Service Agent: 114568
MARK CHRISTOPHER AUTO CENTER
2131 CONVENTION CENTER WAY SUITE A
ONTARIO CA 91764-4452
9093902900

Odometer Reading: 7,261 MI
Authorization Code:

Process Date:
12/03/2016

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 2 Transaction Adjustment: Cause Code: -
Labour Op 9102276-16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module
Calibrations
Causal Part Number

Job Card Date: 12/02/2016

Job Card Number: [REDACTED]

Repair Service Agent: 114568
MARK CHRISTOPHER AUTO CENTER
2131 CONVENTION CENTER WAY SUITE A
ONTARIO CA 91764-4452
9093902900

Odometer Reading: 7,261 MI
Authorization Code:

Process Date:
12/03/2016

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9098-Other - Maintenance
Labour Op 0600743-GMC 2 Year Maintenance
Causal Part Number

→[See other Parts and/or Net Items](#)

Job Card Date: 03/17/2016

Job Card Number: [REDACTED]

Repair Service Agent: 114624
RALLY BUICK GMC CADILLAC
39012 CARRIAGE WAY
PALMDALE CA 93551-3707
6619476000

Odometer Reading: 3 MI
Authorization Code:

Process Date:
04/02/2016

Transaction Type:
ZPDI----Pre-Delivery Inspection

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 2 Transaction Adjustment:
Labour Op 0590032-PDI - Dealer Installed - Factory Invoiced Options
Causal Part Number

Cause Code: -

Job Card Date: 02/28/2016

Job Card Number: XXXXXXXXXX

Repair Service Agent: 114624
RALLY BUICK GMC CADILLAC
39012 CARRIAGE WAY
PALMDALE CA 93551-3707
6619476000

Odometer Reading: 1 MI
Authorization Code:

Process Date:
02/28/2016

Transaction Type:
ZPDI----Pre-Delivery Inspection

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:

-

Job Card Line #: 1 Transaction Adjustment:
Labour Op 0590072-Pre-Delivery Inspection - Base Time
Causal Part Number

Cause Code: -

Global Warranty Management: [Site Map](#)

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INTERFACE WITH CUSTOMER

View Vehicle Build



This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available).

Vehicle Information

VIN: 1GKS1BKC2GR [REDACTED] Model: TC15706-2016 YUKON 2WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#) [REQUEST ANOTHER VIN](#)

Vehicle Build

Model: TC15706-2016 YUKON 2WD Order Number: TFFV48
Gross Vehicle Weight: 3,223 Build Date: 02/26/2016
Build Plant: R

For this vehicle:

- [View Vehicle Summary](#)
 - Service Contract
 - Branded Title
 - Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Option Codes

*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

1SZ - OPTION PACKAGE DISCOUNT	4AA - INTERIOR TRIM
4SA - 4SA PACKAGE	6RA - COMPONENT SUSPENSION
7RA - COMPONENT SUSPENSION	8X2 - COMPONENT
9X2 - COMPONENT	A31 - POWER WINDOWS, EXPRESS DOWN,FRONT EXPRESS UP
A45 - MEMORY SETTINGS, DRIVER SEAT, OUTSIDE MIRRORS	AG2 - FRONT PWR SEAT ADJUSTER
AKJ - WINDSHIELD STYLE SHADE BAND	AKK - WINDSHIELD, LAMINATED GLASS
AKO - GLASS, DEEP-TINTED	AKX - WINDSHIELD TYPE SOLAR ABSORB
AL0 - AIRBAG SENSING SYSTEM, PASSENGER	AN3 - LEATHER APPOINTED, HEATED FRONT BUCKET SEATS
AP9 - CONVENIENCE NET, TRUNK	ARL - PLANT CODE-ARLINGTON, TX
AS8 - 3RD ROW 60/40 SPLIT-BENCH POWER FOLD SEAT	ATH - PASSIVE ENTRY SYSTEM, INCL. REMOTE KEYLESS ENTRY
ATT - SEATS, 2ND ROW 60/40 SPLIT BENCH, POWER CONFIGURABLE	AU3 - POWER DOOR LOCKS
AXP - MPV VIN IDENTIFICATION	AYQ - AIR BAGS, FRONTAL AND SIDE- IMPACT, FOR DRIVER AND FRONT PASSENGER, FRONT CENTER, SIDE-IMPACT AND HEAD CURTAIN FOR ALL ROWS IN OUTBOARD SEAT POSITIONS
B30 - COLOR KEYED CARPET	B58 - FLOOR MATS, FRONT & REARATS
BTM - KEYLESS START	BTV - REMOTE VEHICLE START
BVE - ASSIST STEPS	C25 - INTERMITTENT FRONT WIPERS
C49 - REAR WINDOW DEFROSTERFOGGER	C5Y - GVW RATING - 7,100 LBS
CE1 - RAIN SENSING WIPERS	CF5 - POWER SUNROOF
CJ4 - TRI-ZONE AUTOMATIC HVAC	D07 - CENTER CONSOLE, FLOOR
DCP - ONSTAR DIRECTIONS & CONNECTIONS	DD8 - INSIDE REARVIEW MIRROR, AUTO DIMMING
DL3 - POWER HEATED OUTSIDE MIRROR, ADJUSTABLE W/ TURN SIGNAL SIGNAL, MEMORY	EF7 - COUNTRY CODE, U.S.A.
FHO - VEHICLE FUEL GASOLINE E10	G1C - LIGHT STEEL GRAY METALLIC
G80 - FULLY AUTOMATIC LOCKING REAR DIFFERENTIAL	GU6 - REAR AXLE, 3.42 RATIO
H2X - JET BLACK	I16 -

IO6 - AUDIO SYSTEM, 8" DIAGONAL COLOR TOUCH W/ NAVIGATION & INTELLILINK APPLE CARPLAY CAPABILITY PROVIDED BY APPLE. AVAILABLE WITH COMPATIBLE SMARTPHONES	JD9 - BRAKES, 4-WHEEL DISC ANTILOCK, VAC POWER
JF4 - POWER ADJUSTABLE PEDALS, MEMORY	JL1 - TRAILER BRAKE CONTROLLER
K34 - CRUISE CONTROL	K4C - WIRELESS CHARGING
KA6 - HEATED 2ND ROW SEATS	KB6 - HEATED & VENTED SEATS DRIVER & FRONT PASSENGER
KC4 - ENGINE OIL COOLING SYSTEM	KG4 - ALTERNATOR, 150 AMPS
KI4 - 110-VOLT AC POWER OUTLET	KNP - TRANSMISSION OIL COOLER
L83 - 5.3L V8 ECOTEC3 ENGINE W/ ACTIVE FUEL MANANGEMENT, SIDI, VVT	MAH - MARKETING AREA NORTH AMERICA
MYC - 6 SPD AUTOMATIC TRANSMISSION	N38 - POWER TILT & TELESCOPIC MEMORY STEERING COLUMN
NHT - MAX TRAILERING PACKAGE: * REAR AXLE, 3.42 RATIO * TRAILER BRAKE CONTROLLER * SUSPENSION PACKAGE	NP5 - LEATHER WRAP STEERING WHEEL
NUF - EMISSIONS	PCJ - OPEN ROAD PACKAGE: * POWER SUNROOF * 9 ADDITIONAL MONTHS OF XM RADIO * AUDIO SYSTEM, 8" DIAGONAL COLOR TOUCH W/ NAVIGATION & INTELLILINK APPLE CARPLAY CAPABILITY PROVIDED BY APPLE. AVAILABLE WITH COMPATIBLE SMARTPHONES * REAR SEAT ENTERTAINMENT SYSTEM
R6J - CUSTOMER DIALOGUE NETWORK	R9N - PROCESSING CODE - SEAT
RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL	RKX - ALL SEASON TIRES
RUF - 17" STEEL SPARE WHEEL	SAF - SPARE TIRE LOCK
SFE - WHEEL LOCKS (DEALER INSTALLED)	SLM - STOCK ORDERS
SLT - SALES PACKAGE	T3U - FRONT FOG LAMPS
TC2 - HANDS FREE LIFTGATE	TQ5 - INTELLIBEAM HEADLAMPS
U2K - XM RADIO + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MTHS	U2L - HD RADIO
U42 - REAR SEAT ENTERTAINMENT SYSTEM	U77 - ANTENNA RR WINDOW, RADIO
UD5 - FRONT AND REAR PARK ASSIST	UDD - DISPLAY, MULTI-COLOR DRIVER INSTRUMENT INFO ENHANCED
UE1 - 6 MTH ONSTAR(R) DIRECTIONS & CONNECTIONS W/ AUTOMATIC CRASH RESPONSE & TURN-BY-TURN NAV PLUS 5-YEAR ONSTAR BASIC PLAN (OMITS SAFETY, SECURITY & NAV) (SEE ONSTAR.COM)	UEU - FORWARD COLLISION ALERT
UFG - REAR CROSS TRAFFIC ALERT	UG1 - UNIVERSAL HOME REMOTE
UHN - 18" BRIGHT MACHINED ALUMINUM WHEELS	UHX - LANE KEEP ASSIST
UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)	UK3 - STEERING WHEEL AUDIO CONTROLS
UKC - SIDE BLIND ZONE ALERT WITH LANE CHANGE ALERT	UMN - SPEEDOMETER
UQA - BOSE PREMIUM AUDIO SYSTEM	UTJ - THEFT DETERRENT SYSTEM
UVC - REAR VISION CAMERA SYSTEM	UVD - HEATED STEERING WHEEL
V54 - LUGGAGE RACK SIDE RAILSIER	V8D - VEHICLE STATEMENT US
VFF - VIDEO FORMAT REGION 1 NTSC	VHM - VEHICLE HEALTH MANAGEMENT
VK3 - FRONT LICENSE PLATE MOUNT	VRK - COMPONENT
VT7 - OWNERS MANUAL ENGLISH	VV4 - 4G LTE WI-FI(R) HOTSPOT WITH LIMITED DATA TRIAL AND MORE. (SUBJECT TO TERMS SEE ONSTAR.COM)
WMG -	XL7 - FREQUENCY RATING 315 MH
Y86 - DRIVER ALERT PACKAGE	YF5 - 50-STATE EMISSIONS
YM8 - LPO PROCESSING OPTION	Z82 - TRAILERING EQUIPMENTENT PKG
Z85 - SUSPENSION PACKAGE:	Z88 - GMC TRUCK NAMEPLATE
ZY1 - SOLID PAINT	

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: [Site Map](#)

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INTERFACE WITH CUSTOMER

View Vehicle Summary



This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

Vehicle Information

VIN: 1GKS1BKC2GR [REDACTED] Model: TC15706-2016 YUKON 2WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#)

[REQUEST ANOTHER VIN](#)

For this vehicle:

- [View Vehicle Summary](#)
 - Service Contract
 - Branded Title
 - Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y OnStar Status: Active
XM Equipped: Y XM Radio ID: P4JYK3HR XM Status: Active
OnStar Vehicle Diagnostics: Y DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select State Component Ltd Wty	02/15/2018	06/26/2016	108 MI	06/26/2023	70,108 MI
	Emission Select Component	02/15/2018	06/26/2016	108 MI	06/26/2024	80,108 MI

Ltd Wty						
Bumper to Bumper Limited Warranty	02/15/2018	06/26/2016	108 MI	06/26/2019	36,108 MI	
Emission Limited Warranty	02/15/2018	06/26/2016	108 MI	06/26/2019	50,108 MI	
Special Coverage 17336	02/15/2018	06/26/2016	108 MI	06/26/2021	60,108 MI	
Corrosion Limited Warranty	02/15/2018	06/26/2016	108 MI	06/26/2022	100,108 MI	
Powertrain Limited Warranty	02/15/2018	06/26/2016	108 MI	06/26/2021	60,108 MI	
GMC Scheduled Maintenance- 2 visits	02/15/2018	06/26/2016	108 MI	06/26/2018	24,108 MI	

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/05/2017		ZREG---- Regular Vehicle Transaction		RADIO RECEIVER-RETURN D AC/DELCO ESC	22,074 MI
10/04/2017		ZREG---- Regular Vehicle Transaction		Vacuum Pump Assembly Replacement	22,074 MI
10/04/2017		ZREG---- Regular Vehicle Transaction		Video Display Replacement	22,074 MI
09/27/2017		ZREG---- Regular Vehicle Transaction		ROADSIDE SERVICE (FLAT TIRE)	21,542 MI
03/31/2017		ZREG---- Regular Vehicle Transaction		GMC 2 Year Maintenance	13,275 MI
12/02/2016		ZFAT----Field Action Recall		16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	7,261 MI
12/02/2016		ZREG---- Regular Vehicle Transaction		GMC 2 Year Maintenance	7,261 MI
03/17/2016		ZPDI----Pre-Delivery Inspection		PDI - Dealer Installed - Factory Invoiced Options	3 MI
02/28/2016		ZPDI----Pre-Delivery Inspection		Pre-Delivery Inspection - Base Time	1 MI

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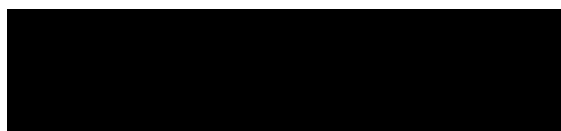
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PE18-012

GM

3-27-2019

Q3



IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN	1GCVKREC8GZ [REDACTED]
User	[REDACTED]
Case Number	[REDACTED]
EDR Data Imaging Date	04/05/2018
Crash Date	02/22/2018
Filename	1GCVKREC8GZ [REDACTED] ACM.CDRX
Saved on	Thursday, April 5 2018 at 11:19:41
Imaged with CDR version	Crash Data Retrieval Tool 17.7
Imaged with Software Licensed to (Company Name)	Raytheon Professional Services
Reported with CDR version	Crash Data Retrieval Tool 17.7
Reported with Software Licensed to (Company Name)	Raytheon Professional Services
EDR Device Type	Airbag Control Module
Event(s) recovered	NONE

Comments

No comments entered.

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events for Front, Side, and Rear (FSR) Events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH [8 km/h]. A Non-Deployment Event contains Pre-Crash and Crash data. The oldest Non-Deployment event can be overwritten by a Deployment Event, if all three records are full and the Non-Deployment Event is not locked. A Non-Deployment Event can be overwritten by a more recent Non-Deployment Event if all three records are full and the Non-Deployment is older than approximately 250 ignition cycles. Also, a Non-Deployment event can be recorded if one of the following occurs without the Deployment of any of the frontal air bags, side air bags, or roll bars:

- Pretensioner(s) only Deployment
- Head Rest Deployment
- Battery Cut-Off Deployment

The second type of SDM recorded crash event for FSR Events is the Deployment Event. It also contains Pre-Crash and Crash data. Deployment Events cannot be overwritten or cleared by the SDM.

Rollover Events contains Pre-Crash and Crash data. Rollover event follow the same rules as FSR Deployment events.

The SDM can store up to three Events.

Data:

For FSR Events, SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment and Non-Deployment Events, the SDM will record up to 300 milliseconds of data after time zero. The SDM will also record up to 300 milliseconds of Vehicle Acceleration data after time zero.

For Rollover Events, the SDM may record Lateral Acceleration, Vertical Acceleration, and Roll Rate data, if the SDM is rollover capable. This data reflects what the sensing system experienced during the recorded portion of the event. For Rollover Deployment Events, the SDM will record up to 700 milliseconds of data before the Deployment criteria is met and 290 milliseconds after the Deployment criteria is met.

-Deployment loops may be displayed as being deployed in a Non-Deployment event record, if a Deployment event is qualified during the Non-Deployment event. That is, if two or more events are occurring at the same time and one is a Non-Deployment event and one of the others is a Deployment event, and the Deployment event is qualified while the Non-Deployment is still active, the deployed loops may be recorded in the Non-Deployment event record.

-Time between events is recorded in 10 msec intervals and is displayed in seconds for a maximum time of 655.33 seconds. The counter measures the time from the start of one event to the start of the next event if both events occur within the same ignition cycle.

-The Maximum SDM Recorded Vehicle Velocity Change may occur between the recorded 10 millisecond sample points of the SDM Recorded Vehicle Velocity Change. The SDM will only record Maximum SDM Recorded Vehicle Velocity Change for the first 300 milliseconds of the event.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

- SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:
 - Significant changes in the tire's rolling radius
 - Final drive axle ratio changes
 - Wheel lockup and wheel slip
- Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.
- Pre-Crash data is recorded asynchronously. The 0.5 second Pre-crash data value (most recent recorded data point) is the data point last sampled before Time Zero. That is to say, the last data point may have been captured just before Time Zero but no more than 0.5 second before Time Zero. All subsequent Pre-crash data values are referenced from this data point.
- Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:
 - The SDM receives a message with an "invalid" flag from the module sending the pre-crash data
- Pre-Crash Electronic Data Validity Check Status indicates "Data Not Available" if:
 - No data is received from the module sending the pre-crash data
- For diesel powered vehicles, the data displayed as Throttle Position (%) is actually the data for the Air Inlet Flap Position. This is not the same as the throttle position for a gasoline powered engines.
- Belt Switch Circuit Status indicates the status of the seat belt switch circuit.
- The ignition cycle counter will increment when the power mode cycles from OFF/Accessory to RUN. Applying and removing of battery power to the module will not increment the ignition cycle counter.
- Ignition Cycles Since DTCs Were Last Cleared can record a maximum value of 253 cycles and can only be reset by a scan tool.
- Dynamic Deployment Event Counter tracks the number of Deployment events that have occurred during the SDM's lifetime.
- Dynamic Event Counter tracks the number of qualified events (either Deployments, Non-deploy, or Rollover events) that have occurred during the SDM's lifetime.
- For Deployment Events, DTC B0052 (Deployment commanded) shall be recorded with the remainder of the data for this event even though it occurred after Event Enable.
- Once a firing loop has been commanded to be deployed, it will not be commanded to be deployed again during the same ignition cycle. Firing loop times for subsequent deployment type events, during the same ignition cycle, will record the deployment times as N/A.
- In an event where the module is operating on energy reserve, the Dynamic counters may report a value that is less than the actual value. If the stored values in the Dynamic counters are less than the counter values in the event records or if more than one event record has the same counter value as another, the module may have been operating on its energy reserve.
- The GM parameter name is displayed in parentheses after the NHTSA Part 563 parameter name.
- The reported range of the longitudinal and lateral acceleration values is approximately ± 105 g.
- All data should be examined in conjunction with other available physical evidence from the vehicle and scene.

Data Source:

All SDM recorded data is measured, calculated, and stored internally, except for the following:

- Vehicle Status Data (Pre-Crash) is transmitted by the Body Control Module, via the vehicle's communication network.
- The Belt Switch Circuit is wired directly to the SDM.

Data Element Sign Convention:

The following table provides an explanation of the sign notation for data elements that may be included in this CDR report. Directional references to sign notation are all from the perspective of the driver when seated in the vehicle facing the direction of forward vehicle travel.

Data Element Name	Positive Sign Notation Indicates
Longitudinal Acceleration	Forward
Longitudinal Velocity Change	Forward
Lateral Acceleration	Left to Right
Lateral Velocity Change	Left to Right
Vertical Acceleration	Downward
Roll Rate	Clockwise Rotation

Hexadecimal Data:

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR tool.

01050_SDM30-delphi_r013

System Status at Time of Retrieval

Dynamic Deployment Event Counter	0
Multi-Event, Number of Events (Dynamic Event Counter)	0
Dynamic OnStar Notification Event Counter	0
Vehicle Identification Number (VIN)	1GCVKREC8GZ [REDACTED]
Ignition Cycle, Download (Ignition Cycles at Investigation)	4143
End Model Part Number	00CF6F22
System Type	N/A
Software Module Identifier 1	00CE44D6
Software Module Identifier 2	05051752
Software Module Identifier 3	01621D42
Manufacturing Traceability Data, LineID	K
Manufacturing Traceability Data, ShiftID	3
Manufacturing Traceability Data, Year	16
Manufacturing Traceability Data, DayOfTheYear	032
Manufacturing Traceability Data, Serial/Lot/BatchNumber	3M1XUD100
ESS # 1 Traceability Data, Component Identifier	AU
ESS # 1 Traceability Data, Part Number/Broadcast Code	8677
ESS # 1 Traceability Data, Supplier Code	D
ESS # 1 Traceability Data, Traceability Number	P9435FFF0
ESS # 2 Traceability Data, Component Identifier	AT
ESS # 2 Traceability Data, Part Number/Broadcast Code	8677
ESS # 2 Traceability Data, Supplier Code	D
ESS # 2 Traceability Data, Traceability Number	P94350351
ESS # 3 Traceability Data, Component Identifier	AH
ESS # 3 Traceability Data, Part Number/Broadcast Code	8676
ESS # 3 Traceability Data, Supplier Code	D
ESS # 3 Traceability Data, Traceability Number	A80434A09
ESS # 4 Traceability Data, Component Identifier	AJ
ESS # 4 Traceability Data, Part Number/Broadcast Code	8676
ESS # 4 Traceability Data, Supplier Code	D
ESS # 4 Traceability Data, Traceability Number	A8A6A8009
ESS # 5 Traceability Data, Component Identifier	DA
ESS # 5 Traceability Data, Part Number/Broadcast Code	8678
ESS # 5 Traceability Data, Supplier Code	D
ESS # 5 Traceability Data, Traceability Number	AB0D76A09
ESS # 6 Traceability Data, Component Identifier	DB
ESS # 6 Traceability Data, Part Number/Broadcast Code	8678
ESS # 6 Traceability Data, Supplier Code	D
ESS # 6 Traceability Data, Traceability Number	AA96F3A09
ESS # 7 Traceability Data, Component Identifier	??
ESS # 7 Traceability Data, Part Number/Broadcast Code	0000
ESS # 7 Traceability Data, Supplier Code	D
ESS # 7 Traceability Data, Traceability Number	A00000000
ESS # 8 Traceability Data, Component Identifier	??
ESS # 8 Traceability Data, Part Number/Broadcast Code	0000
ESS # 8 Traceability Data, Supplier Code	D
ESS # 8 Traceability Data, Traceability Number	A00000000

Hexadecimal Data

DPID \$11

FF F0 00 FC C4 7C 04

DPID \$15

01 02 03 04 05 06 07

DPID \$16

08 09 0A 0D 0E 27 27

DPID \$17

27 27 27 27 27 27 00

DPID \$32

FA FF 10 2F 00 00 00

DPID \$35

78 00 00 00 00 00 00

DID \$01

41 55 38 36 37 37 44 50 39 34 33 35 46 46 46 30

DID \$03

41 54 38 36 37 37 44 50 39 34 33 35 30 33 35 31

DID \$05

41 48 38 36 37 36 44 41 38 30 34 33 34 41 30 39

DID \$07

41 4A 38 36 37 36 44 41 38 41 36 41 38 30 30 39

DID \$09

44 41 38 36 37 38 44 41 42 30 44 37 36 41 30 39

DID \$0B

44 42 38 36 37 38 44 41 41 39 36 46 33 41 30 39

DID \$0D

01 00 30 30 30 30 44 41 30 30 30 30 30 30 30 30

DID \$0F

01 00 30 30 30 30 44 41 30 30 30 30 30 30 30 30

DID \$30

00 00 00 00

DID \$90

31 47 43 56 4B 52 45 43 38 47 5A 32 30 39 38 35 35

DID \$9A

0B 11

DID \$B4

4B 33 31 36 30 33 32 33 4D 31 58 55 44 31 30 30

DID \$C1

00 CE 44 D6

DID \$C2

05 05 17 52

DID \$C3

01 62 1D 42

DID \$CB
00 CF 6F 22

DID \$31

0000	FF	FF	FF	FF	FF	FF	FF	FF	FF
0010	FF	FF	FF	FF	FF	FF	FF	FF	FF
0020	FF	FF	FF	FF	FF	FF	FF	FF	FF
0030	FF	FF	FF	FF	FF	FF	FF	FF	FF
0040	FF	FF	FF	FF	FF	FF	FF	FF	FF
0050	FF	FF	FF	FF	FF	FF	FF	FF	FF
0060	FF	FF	FF	FF	FF	FF	FF	FF	FF
0070	FF	FF	FF	FF	FF	FF	FF	FF	FF
0080	FF	FF	FF	FF	FF	FF	FF	FF	FF
0090	FF	FF	FF	FF	FF	FF	FF	FF	FF
0100	FF	FF	FF	FF	FF	FF	FF	FF	FF
0110	FF	FF	FF	FF	FF	FF	FF	FF	FF
0120	FF	FF	FF	FF	FF	FF	FF	FF	FF
0130	FF	FF	FF	FF	FF	FF	FF	FF	FF
0140	FF	FF	FF	FF	FF	FF	FF	FF	FF
0150	FF	FF	FF	FF	FF	FF	FF	FF	FF
0160	FF	FF	FF	FF	FF	FF	FF	FF	FF
0170	FF	FF	FF	FF	FF	FF	FF	FF	FF
0180	FF	FF	FF	FF	FF	FF	FF	FF	FF
0190	FF	FF	FF	FF	FF	FF	FF	FF	FF
0200	FF	FF	FF	FF	FF	FF	FF	FF	FF
0210	FF	FF	FF	FF	FF	FF	FF	FF	FF
0220	FF	FF	FF	FF	FF	FF	FF	FF	FF
0230	FF	FF	FF	FF	FF	FF	FF	FF	FF
0240	FF	FF	FF	FF	FF	FF	FF	FF	FF
0250	FF	FF	FF	FF	FF	FF	FF	FF	FF
0260	FF	FF	FF	FF	FF	FF	FF	FF	FF
0270	FF	FF	FF	FF	FF	FF	FF	FF	FF
0280	FF	FF	FF	FF	FF	FF	FF	FF	FF
0290	FF	FF	FF	FF	FF	FF	FF	FF	FF
0300	FF	FF	FF	FF	FF	FF	FF	FF	FF
0310	FF	FF	FF	FF	FF	FF	FF	FF	FF
0320	FF	FF	FF	FF	FF	FF	FF	FF	FF
0330	FF	FF	FF	FF	FF	FF	FF	FF	FF
0340	FF	FF	FF	FF	FF	FF	FF	FF	FF
0350	FF	FF	FF	FF	FF	FF	FF	FF	FF
0360	FF	FF	FF	FF	FF	FF	FF	FF	FF
0370	FF	FF	FF	FF	FF	FF	FF	FF	FF
0380	FF	FF	FF	FF	FF	FF	FF	FF	FF
0390	FF	FF	FF	FF	FF	FF	FF	FF	FF
0400	FF	FF	FF	FF	FF	FF	FF	FF	FF
0410	FF	FF	FF	FF	FF	FF	FF	FF	FF
0420	FF	FF	FF	FF	FF	FF	FF	FF	FF
0430	FF	FF	FF	FF	FF	FF	FF	FF	FF
0440	FF	FF	FF	FF	FF	FF	FF	FF	FF
0450	FF	FF	FF	FF	FF	FF	FF	FF	FF
0460	FF	FF	FF	FF	FF	FF	FF	FF	FF
0470	FF	FF	FF	FF	FF	FF	FF	FF	FF
0480	FF	FF	FF	FF	FF	FF	FF	FF	FF
0490	FF	FF	FF	FF	FF	FF	FF	FF	FF
0500	FF	FF	FF	FF	FF	FF	FF	FF	FF
0510	FF	FF	FF	FF	FF	FF	FF	FF	FF
0520	FF	FF	FF	FF	FF	FF	FF	FF	FF
0530	FF	FF	FF	FF	FF	FF	FF	FF	FF
0540	FF	FF	FF	FF	FF	FF	FF	FF	FF
0550	FF	FF	FF	FF	FF	FF	FF	FF	FF
0560	FF	FF	FF	FF	FF	FF	FF	FF	FF
0570	FF	FF	FF	FF	FF	FF	FF	FF	FF
0580	FF	FF	FF	FF	FF	FF	FF	FF	FF
0590	FF	FF	FF	FF	FF	FF	FF	FF	FF
0600	FF	FF	FF	FF	FF	FF	FF	FF	FF
0610	FF	FF	FF	FF	FF	FF	FF	FF	FF

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0620  FF FF FF FF FF FF FF FF FF FF
0630  FF FF FF FF FF FF FF FF FF FF
0640  FF FF FF FF FF FF FF FF FF FF
0650  FF FF FF FF FF FF FF FF FF FF
0660  FF FF FF FF FF FF FF FF FF FF
0670  FF FF FF FF FF FF FF FF FF FF
0680  FF FF FF FF FF FF FF FF FF FF
0690  FF FF FF FF FF FF FF FF FF FF
0700  FF FF FF FF FF FF FF FF FF FF
0710  FF FF FF FF FF FF FF FF FF FF
0720  FF FF FF FF FF FF FF FF FF FF
0730  FF FF FF FF FF FF FF FF FF FF
0740  FF FF FF FF FF FF FF FF FF FF
0750  FF FF FF FF FF FF FF FF FF FF
0760  FF FF FF FF FF FF FF FF FF FF
0770  FF FF FF FF FF FF FF FF FF FF
0780  FF FF FF FF FF FF FF FF FF FF
0790  FF FF FF FF FF FF FF FF FF FF
0800  FF FF FF FF FF FF FF FF FF FF
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0880  FF FF FF FF FF FF FF FF FF FF
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0950  FF FF FF FF FF FF FF FF FF FF
0960  FF FF FF FF FF FF FF FF FF FF
0970  FF FF FF FF FF FF FF FF FF FF
0980  FF FF FF FF FF FF FF FF FF FF
0990  FF FF FF FF FF FF FF FF FF FF
1000  FF FF FF FF FF FF FF FF FF FF
1010  FF FF FF FF FF FF FF FF FF FF
1020  FF FF FF FF FF FF FF FF FF FF
1030  FF FF FF FF FF FF FF FF FF FF
1040  FF FF FF FF FF FF FF FF FF FF
1050  FF FF FF FF FF FF FF FF FF FF
1060  FF FF FF FF FF FF FF FF FF FF
1070  FF FF FF FF FF FF FF FF FF FF
1080  FF FF FF FF FF FF FF FF FF FF
1090  FF FF FF FF FF FF FF FF FF FF
1100  FF FF FF FF FF FF FF FF FF FF
1110  FF FF FF FF FF FF FF FF FF FF
1120  FF FF FF FF FF FF FF FF FF FF
1130  FF FF FF FF FF FF FF FF FF FF
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1150  FF FF FF FF FF FF FF FF FF FF
1160  FF FF FF FF FF FF FF FF FF FF
1170  FF FF FF FF FF FF FF FF FF FF
1180  FF FF FF FF FF FF FF FF FF FF
1190  FF FF FF FF FF FF FF FF FF FF
1200  FF
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DID \$32

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0000  FF FF FF FF FF FF FF FF FF FF
0010  FF FF FF FF FF FF FF FF FF FF
0020  FF FF FF FF FF FF FF FF FF FF
0030  FF FF FF FF FF FF FF FF FF FF
0040  FF FF FF FF FF FF FF FF FF FF
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0050	FF	FF	FF	FF	FF	FF	FF	FF	FF
0060	FF	FF	FF	FF	FF	FF	FF	FF	FF
0070	FF	FF	FF	FF	FF	FF	FF	FF	FF
0080	FF	FF	FF	FF	FF	FF	FF	FF	FF
0090	FF	FF	FF	FF	FF	FF	FF	FF	FF
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0260	FF	FF	FF	FF	FF	FF	FF	FF	FF
0270	FF	FF	FF	FF	FF	FF	FF	FF	FF
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0290	FF	FF	FF	FF	FF	FF	FF	FF	FF
0300	FF	FF	FF	FF	FF	FF	FF	FF	FF
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0370	FF	FF	FF	FF	FF	FF	FF	FF	FF
0380	FF	FF	FF	FF	FF	FF	FF	FF	FF
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0690	FF	FF	FF	FF	FF	FF	FF	FF	FF
0700	FF	FF	FF	FF	FF	FF	FF	FF	FF
0710	FF	FF	FF	FF	FF	FF	FF	FF	FF

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1070	FF	FF	FF	FF	FF	FF	FF	FF	FF
1080	FF	FF	FF	FF	FF	FF	FF	FF	FF
1090	FF	FF	FF	FF	FF	FF	FF	FF	FF
1100	FF	FF	FF	FF	FF	FF	FF	FF	FF
1110	FF	FF	FF	FF	FF	FF	FF	FF	FF
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1180	FF	FF	FF	FF	FF	FF	FF	FF	FF
1190	FF	FF	FF	FF	FF	FF	FF	FF	FF
1200	FF								

DID \$33

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0020	FF	FF	FF	FF	FF	FF	FF	FF	FF
0030	FF	FF	FF	FF	FF	FF	FF	FF	FF
0040	FF	FF	FF	FF	FF	FF	FF	FF	FF
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0270	FF	FF	FF	FF	FF	FF	FF	FF	FF
0280	FF	FF	FF	FF	FF	FF	FF	FF	FF
0290	FF	FF	FF	FF	FF	FF	FF	FF	FF
0300	FF	FF	FF	FF	FF	FF	FF	FF	FF
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0370	FF	FF	FF	FF	FF	FF	FF	FF	FF
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0790	FF	FF	FF	FF	FF	FF	FF	FF	FF
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0850	FF	FF	FF	FF	FF	FF	FF	FF	FF
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1060	FF	FF	FF	FF	FF	FF	FF	FF	FF
1070	FF	FF	FF	FF	FF	FF	FF	FF	FF
1080	FF	FF	FF	FF	FF	FF	FF	FF	FF
1090	FF	FF	FF	FF	FF	FF	FF	FF	FF
1100	FF	FF	FF	FF	FF	FF	FF	FF	FF
1110	FF	FF	FF	FF	FF	FF	FF	FF	FF
1120	FF	FF	FF	FF	FF	FF	FF	FF	FF
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1180	FF	FF	FF	FF	FF	FF	FF	FF	FF
1190	FF	FF	FF	FF	FF	FF	FF	FF	FF
1200	FF								

DID \$7B

0000	FF	FF	FF	FF	FF	FF	FF	FF	FF
0010	FF	FF	FF	FF	FF	FF	FF	FF	FF
0020	FF	FF	FF	FF	FF	FF	FF	FF	FF
0030	FF	FF	FF	FF	FF	FF	FF	FF	FF
0040	FF	FF	FF	FF	FF	FF	FF	FF	FF
0050	FF	FF	FF	FF	FF	FF	FF	FF	FF
0060	FF	FF	FF	FF	FF	FF	FF	FF	FF
0070	FF	FF	FF	FF	FF	FF	FF	FF	FF
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0240	FF	FF	FF	FF	FF	FF	FF	FF	FF

0250	FF	FF	FF	FF	FF	FF	FF	FF	FF
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0270	FF	FF	FF	FF	FF	FF	FF	FF	FF
0280	FF	FF	FF	FF	FF	FF	FF	FF	FF
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1060	FF	FF	FF	FF	FF	FF	FF	FF	FF
1070	FF	FF	FF	FF	FF	FF	FF	FF	FF
1080	FF	FF	FF	FF	FF	FF	FF	FF	FF
1090	FF	FF	FF	FF	FF	FF	FF	FF	FF
1100	FF	FF	FF	FF	FF	FF	FF	FF	FF
1110	FF	FF	FF	FF	FF	FF	FF	FF	FF
1120	FF	FF	FF	FF	FF	FF	FF	FF	FF
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1140	FF	FF	FF	FF	FF	FF	FF	FF	FF
1150	FF	FF	FF	FF	FF	FF	FF	FF	FF
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1200	FF	FF	FF	FF	FF	FF	FF	FF	FF
1210	FF	FF	FF	FF	FF	FF	FF	FF	FF
1220	FF	FF	FF	FF	FF	FF	FF	FF	FF
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Disclaimer of Liability

The users of the CDR product and reviewers of the CDR reports and exported data shall ensure that data and information supplied is applicable to the vehicle, vehicle's system(s) and the vehicle ECU. Robert Bosch LLC and all its directors, officers, employees and members shall not be liable for damages arising out of or related to incorrect, incomplete or misinterpreted software and/or data. Robert Bosch LLC expressly excludes all liability for incidental, consequential, special or punitive damages arising from or related to the CDR data, CDR software or use thereof.



Global Diagnostic System 2

Data Display

Overview

Vehicle Identification Number (VIN)	1GCVKREC8GZ
Report Creation Date	2018-04-05 11:38:39 EDT

Vehicle Configuration Property

Make	Chevrolet
Model	Silverado
Model Year	2016
Headlamp Type	High Intensity Discharge (T4F TT2 TT6 TT7 TT8)
Passenger Presence System Version	Passenger Presence System (AL0)
Radio Type	Uplevel (IO4 IO5 IO6)
Telematics Communication Interface Control Module Version	10
Transmission Type	Automatic Transmission 6 Speed (MYC)
Seat Memory Control Module Version	Not Equipped
HVAC Control Module Type	Auto Control Dual Zone (CJ2)
Transfer Case Control Module Version	Transfer Case, Two Speed, Switch Activated (NQH)
Engine Identifier	5.3L (L83)

System Information Property

VCI Serial Number	MDI: 22141945
Vehicle Session Creation Date	2018-04-05 11:33:23
Test Start Time	2018-04-05 11:38:24 EDT

Antilock Braking Data

Control Module	Parameter Name	Value	Unit
Electronic Brake Control Module	System Voltage	15.27	V
Electronic Brake Control Module	ABS Pump Motor Voltage	0.00	V
Electronic Brake Control Module	Brake Pressure Sensor	335.5	PSI
Electronic Brake Control Module	Brake Pressure Sensor	0.51	V
Electronic Brake Control Module	Left Front Wheel Speed Sensor	0	MPH
Electronic Brake Control Module	Right Front Wheel Speed Sensor	0	MPH
Electronic Brake Control Module	Left Rear Wheel Speed Sensor	0	MPH
Electronic Brake Control Module	Right Rear Wheel Speed Sensor	0	MPH

Electronic Brake Control Module	Lateral Acceleration Signal	-0	m/s ²
Electronic Brake Control Module	Yaw Rate Signal	0	°/s
Electronic Brake Control Module	Steering Wheel Angle	-1.6	°
Electronic Brake Control Module	Requested Torque	27	%
Electronic Brake Control Module	Delivered Torque	41	%
Electronic Brake Control Module	Brake Pedal Position Sensor	Inactive	
Electronic Brake Control Module	Traction Control System Status	Inactive	
Electronic Brake Control Module	Vehicle Stability System Status	Inactive	
Electronic Brake Control Module	Brake Fluid Level Sensor	OK	
Electronic Brake Control Module	Antilock Braking System	OK	
Electronic Brake Control Module	Traction Control System	OK	
Electronic Brake Control Module	Vehicle Stability System	OK	
Electronic Brake Control Module	Panic Brake Assist Status	OK	
Electronic Brake Control Module	Dynamic Rear Proportioning Status	OK	
Electronic Brake Control Module	Brake Booster Vacuum Sensor Supply	4.98	V
Electronic Brake Control Module	Brake Booster Vacuum Sensor	-13.8	PSI

2016 SILVERADO 1500 4WD LT DBL		GENERAL MOTORS LLC	
GXG TUNGSTEN METALLIC		/V8G	
H0U JET BLACK		RENAISSANCE CENTER	
ORDER NO. [REDACTED]	/TRE	STOCK NO.	DETROIT MI 48243-1114
VIN 1GC VKRE C8 GZ [REDACTED]		VEHICLE INVOICE [REDACTED]	
*****6657*****13*11072S			
MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK15753 SILVERADO 1500 4WD LT DBL	39075.00	36339.76	INVOICE 02/08/16
C5Z 7,200 LB GVW RATING	N/C	N/C	SHIPPED 02/08/16
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 02/15/16
GU4 REAR AXLE 3.08 RATIO	N/C	N/C	INT COM 02/16/16
L83 ENGINE, 5.3L V8 ECOTEC3	1195.00	1087.45	PRC EFF 02/08/16
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	KEYS XXXXX XXXXX
PDU ALL STAR EDITION	2380.00	2165.80	WFP-S QTR OPT-1
* TRAILERING EQUIPMENT PKG INCL			BANK: HARRIS NA
AUTO LOCKING REAR			CHG-TO 11-072
DIFFERENTIAL			
* PWR SEAT ADJUSTER, DRIVER			SHIP WT: 5296
* LED FRONT FOG LAMPS			HP: 45.7
* AIR CONDITIONING,			GVWR: 7200
DUAL ZONE CLIMATE CONTROL			GAWR.FT: 3950
* STEERING COLUMN,			GAWR.RR: 3950
TILT & TELESCOPING			EMPLOY: 38888.87
* REMOTE VEHICLE START			SUPPLR: 40451.11
* REAR VISION CAMERA			NTR: 1/2
* REAR WINDOW DEFROSTER			EMPINC: 2359.31
* POWER OUTLET, 110-VOLT AC			SUPINC: 797.07
VAV FLOOR MATS, ALL WEATHER FRONT	160.00	145.60	
AND REAR (DEALER INSTALLED)			
1SZ ALL STAR EDITION PACKAGE	750.00-	682.50-	
DISCOUNT			

TOTAL MODEL & OPTIONS	42060.00	39056.11	ACT 237	38989.31
DESTINATION CHARGE	1195.00	1195.00	H/B 261	1261.80
DEALER IMR CONTRIBUTION		210.30	ADV 261	210.30
LMA GROUP CONTRIBUTION		420.60	EXP 65A	420.60

TOTAL	43255.00	40882.01	PAY 310	40882.01
MEMO: TOTAL LESS HOLDBACK AND				
APPROX WHOLESALE FINANCE CREDIT		39034.08		

 INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER
 REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO
 DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.

TYLER AUTOMOTIVE

Allegation: - Brakes/Steering/Suspension SR# [REDACTED] --- Repair ---

Allegation:	Brakes/Steering/Suspension		Case Summary
Advisor Name	Ranette		Allegation:
Recommendation	Repair		Brake failure caused vehicle accident.
Consultation (Agree/disagree drop down. (list by whom)	NA	Consulted with Kim TL	Description of Incident:
SR Number	[REDACTED]		Customer states the second incident with brake concern caused an accident. While driving on the highway, a car pulled out in front of him, he hit brakes and the pedal became stiff. To avoiding hitting other vehicle, the customer swerved onto the side of the road hitting mailbox causing damage to the passenger side doors dents and scratches of the rear quarter panel. The customer is looking for GM to pay for the collision damage. He feels he would not had the accident if the brakes did not fail.
Customer Name (Last name/First Name)	[REDACTED]		
Year/Make/Model	2016 Chevrolet Silverado 1500		Business Case: include supporting and limiting factors
VIN	1GCVKREC8GZ [REDACTED]		The vehicle had previous brake repairs after the accident at selling dealership.
Incident Date	2/22/2018		03/05/2018 02- ZREG---Regular 2480118 - Replace vacuum 25,174 MI 77515 Vehicle pump, vacuum pump to booster Transaction hose, vacuum brake booster, and brake master cylinder
Dealer & BAC code	113 [REDACTED]	Tyler Automotive	

After Market Equipment (yes/no & Type from dropdown)	No		Dealer already repaired the brake condition prior to our inspection and involvement. Based on all available information gathered by the 3rd party inspector a GM warrantable concern may have been present. GM recommends body repairs as listed on the repair estimate. After the body repairs were completed, the collision shop delivered the vehicle back to the customer with poor quality body repairs. The customer, service manager, and Dealership General Manager confirmed and saw the poor quality body repairs to the customer's vehicle. The vehicle was returned to the customer with minute dents, body side molding/trim hanging, body dust inside the cabin of the vehicle and window adhesive missing. The customer does not want the vehicle repaired at the collision shop and he no longer wants the vehicle. He requested GM for new vehicle replacement. I am seeking assistance to remedy customer vehicle body repair concerns. Should GM recommend to have the collision shop performed corrective repairs or offer trade repurchase?
Dealership primary contact Name & Title	Gregg/Service manager		
Open/Closed Recalls (If closed include closed Transaction History)	Service Update Bulletins N152028770 28770 4WD IPS Drift DTC C0398 - 4HI Lock-Up - Expires with Base Warranty 01/06/2017 Closed Product Safety Recall 2016007 16007 Frontal Airbag And Pretensioner Non Deploy 09/08/2016 Closed		
Mileage	26,084		
GM loyalty /360 (yes/no & details)	No	1 GM vehicle	
Purchased From/when	Tyler Automotive/ January 30,2017		
MSRP/KBB (Private Party Sale)	KBB 29,524		
Repair Estimate Total \$	2260.38		
Rental Vehicle (yes/no from drop down and enter date issued)	Yes	4/3/2018	
TC/TCL Comments:			



Document Revised

3/1/2018

Ranette Jackson (C)

To:

Subject:

PAC Introduction and Photo Request for 1GCVKREC8GZ

Thank you for speaking with me today and allowing General Motors Product Assistance Claims (PAC) the opportunity to review the allegation involving your 2016 Chevrolet Silverado 1500.

A complete review by General Motors will be conducted to determine if there is any indication of a GM warrantable concern. Each case is reviewed and resolved solely on the facts of your case. Once we have completed our review, PAC will share the findings with you. Until then, please do not make any alterations or repairs to the vehicle.

In order to best determine the appropriate next steps in our review process, PAC is requesting some initial photos be provided. Please ensure requested photos are clear with no shadows, not dark, blurry, or obstructed by the sun.

1. Driver (Left) side Exterior
2. Passenger (Right) Side Exterior
3. Front Exterior
4. Rear Exterior
5. Close-up image of damage or area of concern (Collision damage)
6. Broad view of damage or area of concern (Brake pedal area)
7. Overall view of the areas surrounding the damage or area of concern
8. Vehicle Certification Label (door tag) with VIN visible
9. Odometer
10. Close up photos of all 4 wheels/tires

In addition, please provide photos of the following owner documents:

1. The owner's driver's license
2. The current registration
3. The vehicle's title (if available), front and back

Once the photos are received and reviewed, PAC will reach out to you with the next steps.

If you need anything from PAC, please contact 866-446-6963, extension 5911664. Please reply directly to this email with any attachments. Please use the Service Request number for reference.

Thank you,

Ranette
Chevrolet Product Assistance Claims
[SR: [REDACTED]]















**MICHIGAN REGISTRATION
RECREATION PASSPORT**

RUTH JOHNSON
Secretary of State

Plate [REDACTED] Expires: 11/07/2018

RENEWAL OF [REDACTED]

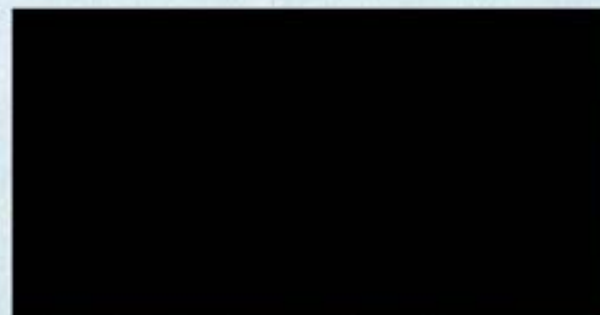
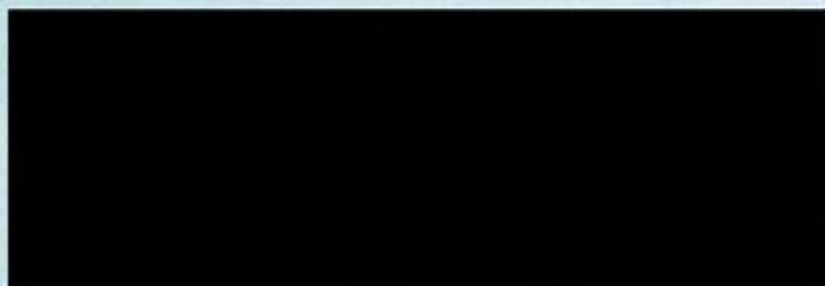
2016 CHEVROLET

PICKUP

Vehicle No. 1GCVKREC8GZ [REDACTED]
[REDACTED]

Fee Cat. or Wt.: 000039

County: **BERRIEN**



License Fee: 257.00

11022017 T6 F306 207 0346 257.00

TR-1L

**MICHIGAN REGISTRATION
RECREATION PASSPORT**

RUTH JOHNSON
Secretary of State

0653 01 Expires: 11/07/2018 12







Global Diagnostic System 2

Data Display

Overview

Vehicle Identification Number (VIN)	1GCVKREC8GZ
Report Creation Date	2018-04-05 11:44:36 EDT

Vehicle Configuration Property

Make	Chevrolet
Model	Silverado
Model Year	2016
Headlamp Type	High Intensity Discharge (T4F TT2 TT6 TT7 TT8)
Passenger Presence System Version	Passenger Presence System (AL0)
Radio Type	Uplevel (IO4 IO5 IO6)
Telematics Communication Interface Control Module Version	10
Transmission Type	Automatic Transmission 6 Speed (MYC)
Seat Memory Control Module Version	Not Equipped
HVAC Control Module Type	Auto Control Dual Zone (CJ2)
Transfer Case Control Module Version	Transfer Case, Two Speed, Switch Activated (NQH)
Engine Identifier	5.3L (L83)

System Information Property

VCI Serial Number	MDI: 22141945
Vehicle Session Creation Date	2018-04-05 11:33:23
Test Start Time	2018-04-05 11:39:44 EDT

Antilock Braking Data

Control Module	Parameter Name	Value	Unit
Electronic Brake Control Module	System Voltage	15.21	V
Electronic Brake Control Module	ABS Pump Motor Voltage	0.00	V
Electronic Brake Control Module	Brake Pressure Sensor	748.5	PSI
Electronic Brake Control Module	Brake Pressure Sensor	1.14	V
Electronic Brake Control Module	Left Front Wheel Speed Sensor	0	MPH
Electronic Brake Control Module	Right Front Wheel Speed Sensor	0	MPH
Electronic Brake Control Module	Left Rear Wheel Speed Sensor	0	MPH
Electronic Brake Control Module	Right Rear Wheel Speed Sensor	0	MPH

Electronic Brake Control Module	Lateral Acceleration Signal	-0	m/s ²
Electronic Brake Control Module	Yaw Rate Signal	0	°/s
Electronic Brake Control Module	Steering Wheel Angle	19.8	°
Electronic Brake Control Module	Requested Torque	59	%
Electronic Brake Control Module	Delivered Torque	41	%
Electronic Brake Control Module	Brake Pedal Position Sensor	Active	
Electronic Brake Control Module	Traction Control System Status	Inactive	
Electronic Brake Control Module	Vehicle Stability System Status	Inactive	
Electronic Brake Control Module	Brake Fluid Level Sensor	OK	
Electronic Brake Control Module	Antilock Braking System	OK	
Electronic Brake Control Module	Traction Control System	OK	
Electronic Brake Control Module	Vehicle Stability System	OK	
Electronic Brake Control Module	Panic Brake Assist Status	OK	
Electronic Brake Control Module	Dynamic Rear Proportioning Status	OK	
Electronic Brake Control Module	Brake Booster Vacuum Sensor Supply	4.96	V
Electronic Brake Control Module	Brake Booster Vacuum Sensor	-12.1	PSI



Global Diagnostic System 2

Data Display

Overview

Vehicle Identification Number (VIN)	1GCVKREC8GZ
Report Creation Date	2018-04-05 11:40:03 EDT

Vehicle Configuration Property

Make	Chevrolet
Model	Silverado
Model Year	2016
Headlamp Type	High Intensity Discharge (T4F TT2 TT6 TT7 TT8)
Passenger Presence System Version	Passenger Presence System (AL0)
Radio Type	Uplevel (IO4 IO5 IO6)
Telematics Communication Interface Control Module Version	10
Transmission Type	Automatic Transmission 6 Speed (MYC)
Seat Memory Control Module Version	Not Equipped
HVAC Control Module Type	Auto Control Dual Zone (CJ2)
Transfer Case Control Module Version	Transfer Case, Two Speed, Switch Activated (NQH)
Engine Identifier	5.3L (L83)

System Information Property

VCI Serial Number	MDI: 22141945
Vehicle Session Creation Date	2018-04-05 11:33:23
Test Start Time	2018-04-05 11:39:44 EDT

Antilock Braking Data

Control Module	Parameter Name	Value	Unit
Electronic Brake Control Module	System Voltage	12.74	V
Electronic Brake Control Module	ABS Pump Motor Voltage	0.00	V
Electronic Brake Control Module	Brake Pressure Sensor	335.5	PSI
Electronic Brake Control Module	Brake Pressure Sensor	0.51	V
Electronic Brake Control Module	Left Front Wheel Speed Sensor	0	MPH
Electronic Brake Control Module	Right Front Wheel Speed Sensor	0	MPH
Electronic Brake Control Module	Left Rear Wheel Speed Sensor	0	MPH
Electronic Brake Control Module	Right Rear Wheel Speed Sensor	0	MPH

Electronic Brake Control Module	Lateral Acceleration Signal	-0	m/s ²
Electronic Brake Control Module	Yaw Rate Signal	0	°/s
Electronic Brake Control Module	Steering Wheel Angle	0.1	°
Electronic Brake Control Module	Requested Torque	59	%
Electronic Brake Control Module	Delivered Torque	38	%
Electronic Brake Control Module	Brake Pedal Position Sensor	Inactive	
Electronic Brake Control Module	Traction Control System Status	Inactive	
Electronic Brake Control Module	Vehicle Stability System Status	Inactive	
Electronic Brake Control Module	Brake Fluid Level Sensor	OK	
Electronic Brake Control Module	Antilock Braking System	OK	
Electronic Brake Control Module	Traction Control System	OK	
Electronic Brake Control Module	Vehicle Stability System	OK	
Electronic Brake Control Module	Panic Brake Assist Status	OK	
Electronic Brake Control Module	Dynamic Rear Proportioning Status	OK	
Electronic Brake Control Module	Brake Booster Vacuum Sensor Supply	4.98	V
Electronic Brake Control Module	Brake Booster Vacuum Sensor	-0.3	PSI



1810 M 51 South
Niles, MI, 49120

www.Tylers.com

Phone: (269) 683-1710 Toll Free: (800) 548-0744

Fax: (269) 683-9557

REGISTRATION NO. F-143200

25179

BAR

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	RO NO
1GCVKREC8GZ		25174		03/05/18 15:58		
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2016 CHEVROLET SILVERADO (TUNGSTEN M)						
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
			02/08/16	01/30/17	01/30/17	5137
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT
				MELISSA MURDOCK (521)		

A DIAGNOSTIC FEE OF \$99.95 WILL BE CHARGED FOR ALL DIA
GNOSTIC SERVICES PERFORMED ON YOUR VEHICLE. DIAGNOSTIC S
ERVICES HELP US EVALUATE YOUR VEHICLE FOR REPAIRS.
I UNDERSTAND A DIAGNOSTIC FEE WILL BE CHARGED TO EVALUATE
MY CUS
RET
AUT

I authorize the repair work herein set forth to be done along with
the necessary material and agree that you are not responsible for
loss or damage to vehicle or articles left in vehicle in case of
fire, theft or any other cause beyond your control or for any
delays caused by unavailability of parts or delays in parts
shipments. I hereby grant you permission to operate the vehicle
herein on streets, highways or elsewhere for the purpose of testing
and/or inspection. An express mechanic's lien is hereby
the amount of repairs

CASH CHANGE

Service Contract

Company	Description	Deduction Amount	Term Months	Term Miles	Expiration Miles	Expiration Date
DRIVER PLUS	JZ210914	\$0	36	45000	0	00/00/00

Line Type Op-Code Tech

A * Warranty

Concern Customer states when trying to brake the pedal will not go down at times -will stay hard and wont apply the
brakes - first time was able to pump and get them to function second time went off road and hit pole on
passenger side -- please check and advise

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O. #	P/T	Date	Miles	Adv.	Op-Code	Tech	Description
	W	10/03/17	19730	131	0600723	A57	GM WILL PROVIDE CUSTOMER WITH COMPLIMENTARY OIL CHANGE AND TIRE ROTATION
					MPI	A35	Tyler Automotive will perform a complimentary MULTI-POINT inspection while your vehicle is in for
	I	03/06/17	7340	120		A22	Customer states pro gold installed tonneau cover extang trfec
	W	02/27/17	7328	521	0600723	A57	GM WILL PROVIDE CUSTOMER WITH COMPLIMENTARY OIL CHANGE AND TIRE ROTATION
					MPI		Tyler Automotive will perform a complimentary MULTI-POINT inspection while your vehicle is in for s
	I	02/21/17	5145	120		A22	Customer states gem installed bullet bed liner
	W	01/12/17	4440	522	9102844	A49	28770: ZSUB - Service Update Bulletins - 4WD IPS Drift DTC C0388 - 4HI Lock-Up - (01/06/2017)
	W	09/20/16	4430	522	9102276	A98	16007: ZPSH - Product Safety Recall - Frontal Airbag And Pretensioner Non Deploy - (09/08/2016)

Ranette Jackson @ gm.com

#1

Sand Paper work

TIME CLOCK		ELAPSED TIME		CAUSE:		ELAPSED TIME		TIME CLOCK	
				365 owner said 2	times, broke pedal was			OFF	
				dive in, broke pedal OK today.				ON	hand
				CORRECTION:	CORRECTION:			OFF	
				check master cylinder fluid level OK check for				ON	
				Bolton. found PIT 5361C, check Vorn				OFF	base.
				don't see slot of fluid, maybe little residue				ON	
				order parts for Bolton 3-7-18				OFF	
				Complete Bolton PIT 5361C				ON	
BOR RECORD					LABOR RECORD				
TIME CLOCK		ELAPSED TIME		CAUSE:		ELAPSED TIME		TIME CLOCK	
				Replace brake booster assembly				OFF	
				Replace master cylinder and bleed system				ON	
				Replace brake hose from Vorn pump to booster				OFF	
				Replace Vorn pump on engine				ON	
				CORRECTION:	CORRECTION:				
				reuse Belt					
					STRAIGHT TIME (HRS) PLAT RATE PRICE 18 MAR 9 3:53 PM 18 MAR 9 3:14 PM				
					Started on it 11:10 am forgot to put on				
					8/12				

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Inspector (First and last name): Chris Hoersten

Number of photos below: 82

Section 1. Description

Photo #	Description Only	Damage (Yes/No)
Vehicle ID Information		
1	Vin plate 1GCVKREC8GZ	No
2	Door plate (GVWR)	No
3	Tire plate	No
4	RPO plate	No
5	Camper load information decal	No
6	Instrument panel cluster (IPC) displaying 26,082 miles	No
Exterior		
7	Front (Exterior)	No
8	Left hand (LH) View perpendicular to A pillar	No
9	LH View perpendicular to B Pillar	No
10	LH View perpendicular to C Pillar	No
11	Rear (Exterior)	No
12	Right hand (RH) View perpendicular to A pillar	No
13	RH View perpendicular to B pillar	Yes
14	RH View perpendicular to C pillar	Yes
15	Hood	No
16	Windshield	No
17	Roof	No
18	Rear windshield/glass	No
19	Cargo area	No
20	Scratches on RH front door	Yes
21	Scratch on RH bed side behind RH rear wheel	Yes
22	Dent in rear bumper from previous incident	Yes
23	Trailer receiver in trailer hitch	No
Under Vehicle		
24	LH front tire/wheel assembly	No
25	LH front tire size and TPC number	No
26	LH front tire Department of Transportation (DOT) #	No
27	LH rear tire/wheel assembly	No
28	LH rear tire size and TPC number	No
29	LH rear tire DOT#	No
30	RH front tire/wheel assembly	No
31	RH front tire size and TPC number	No
32	RH front tire DOT#	No
33	RH rear tire/wheel assembly	No
34	RH rear tire size and TPC number	No
35	RH rear tire DOT#	No
36	Underbody-front	No
37	Underbody - mid (photo #1)	No
38	Underbody - mid (photo #2)	No
39	Underbody - rear	No
40	Left front (LF) brake, steering and suspension systems	No
41	Left rear (LR) brake and suspension systems	No
42	Right front (RF) brake, steering and suspension systems	No
43	Right rear (RR) brake and suspension systems	No
44	LH front brake rotor and caliper assembly	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description Only	Damage (Yes/No)
45	LH front brake caliper rear view	No
46	LH rear brake rotor and caliper assembly	No
47	LH rear brake caliper rear view	No
48	RH front brake rotor and caliper assembly	No
49	RH front brake caliper rear view	No
50	RH rear brake rotor and caliper assembly	No
51	RH rear brake caliper rear view	No
Under Hood		
52	Under hood/engine compartment overall view	No
53	LH front engine compartment	No
54	LH rear engine compartment	No
55	RH rear engine compartment	No
56	RH front engine compartment	No
57	Battery	No
58	Under hood Bussed Electrical Center (UBEC)	No
59	Master cylinder and brake booster assembly	No
60	Master cylinder fluid level	No
61	Vacuum hose from brake booster to vacuum pump	No
62	Information label on brake booster	No
63	Vacuum pump	No
64	Vacuum brake booster connector	No
Interior		
65	Driver's side	No
66	Passenger's side	No
67	Rear seats	No
68	Instrument panel overview	No
69	Center stack and console assembly	No
70	Brake pedal	No
71	Brake pedal and accelerator pedal	No
72	Brake pedal pivot area	No
73	Brake booster mounting nuts	No
74	Brake pedal travel measurement with pedal released	No
75	Brake pedal travel measurement with pedal depressed	No
Other		
76	Brake booster – warranty part	No
77	Vacuum pump – warranty part	No
78	Master cylinder - warranty part	No
79	Pipe from vacuum pump to brake booster – warranty part	No
80	Warranty vacuum pipe connection area	No
81	Old 31 near Walton Road Niles Michigan	No
82	Old 31 looking north near Walton Road	No

Section 2. Description and Photos

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:	[REDACTED]	Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:	[REDACTED]	VIN:	1GCVKREC8GZ [REDACTED]

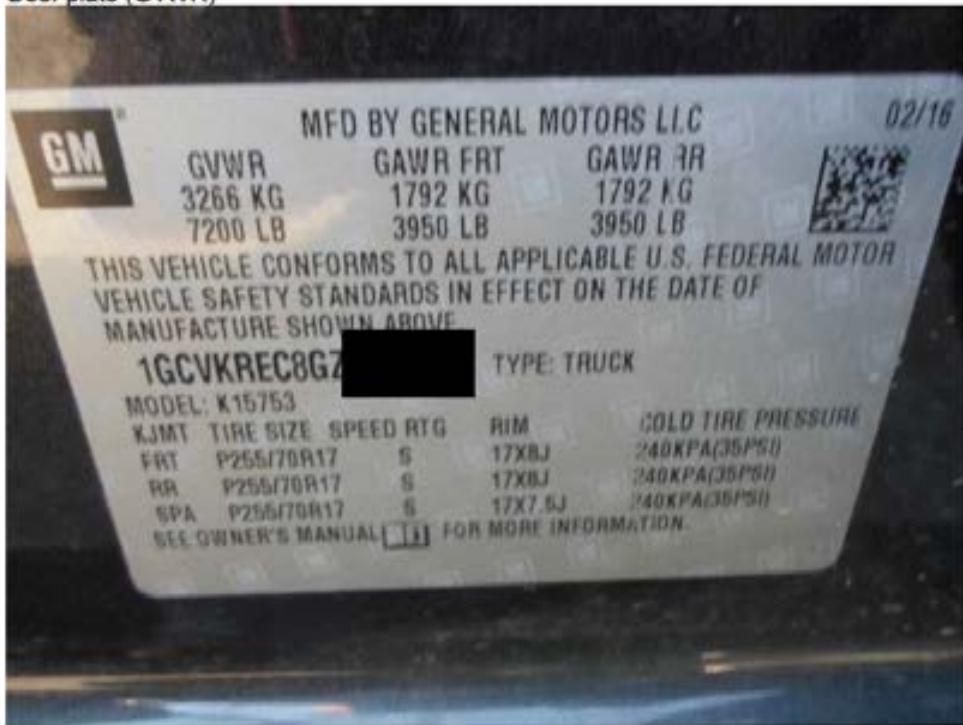
Photo #	Description / Photo	Damage (Yes/No)
	Vehicle ID Information	
1	Vin plate 1GCVKREC8GZ [REDACTED] 	No
2	Door plate (GVWR) 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)												
3	Tire plate  TIRE AND LOADING INFORMATION SEATING CAPACITY: TOTAL 6 FRONT 3 REAR 3 The combined weight of occupants and cargo should never exceed 793 kg or 1747 lbs. <table border="1"> <thead> <tr> <th>TIRE</th><th>ORIGINAL SIZE</th><th>COLD TIRE PRESSURE</th></tr> </thead> <tbody> <tr> <td>FRONT</td><td>P255/70R17 S</td><td>240 kPa, 35 PSI</td></tr> <tr> <td>REAR</td><td>P255/70R17 S</td><td>240 kPa, 35 PSI</td></tr> <tr> <td>SPARE</td><td>P255/70R17 S</td><td>240 kPa, 35 PSI</td></tr> </tbody> </table> SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION	TIRE	ORIGINAL SIZE	COLD TIRE PRESSURE	FRONT	P255/70R17 S	240 kPa, 35 PSI	REAR	P255/70R17 S	240 kPa, 35 PSI	SPARE	P255/70R17 S	240 kPa, 35 PSI	No
TIRE	ORIGINAL SIZE	COLD TIRE PRESSURE												
FRONT	P255/70R17 S	240 kPa, 35 PSI												
REAR	P255/70R17 S	240 kPa, 35 PSI												
SPARE	P255/70R17 S	240 kPa, 35 PSI												
4	RPO plate  SERVICE PARTS IDENTIFICATION DO NOT REMOVE 1GCVKREC8GZ SZWNGZ CK15753 AG1 AK0 AL0 A00 AU3 AXK AY0 AZ3 A31 A68 A31 BTU BMN BT1 B30 B32 B33 B86 CJ2 C49 C5Z DH6 DLB DP6 D75 EF7 E63 FE9 FHO FW1 GU4 GXG G80 H0Y H8U I05 I16 J09 KC4 KG4 K14 KNP K34 L83 MAH MYC NP5 NGH NT7 N37 PDU PPA Q5U RBZ RUF RSC RGN SAE SLM T05 T3U T4F UDD UE1 UJM UK3 UMN UQ3 UT1 UVC U2K U2L U73 VAV VHM VJH VRK V17 VV4 V22 V46 V76 V80 WMC XL7 X88 YE9 YM8 ZBZ ZY1 Z82 Z85 1LT 1S2 4AA 6G0 7G0 8X2 9X2 BC/CC U 121V H8U	No												

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
5	Camper load information decal	No
6	Instrument panel cluster (IPC) displaying 26,082 miles	No
Exterior		

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
7	Front (Exterior) 	No
8	Left hand (LH) View perpendicular to A pillar 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
9	LH View perpendicular to B Pillar 	No
10	LH View perpendicular to C Pillar 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
11	Rear (Exterior) 	No
12	Right hand (RH) View perpendicular to A pillar 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
13	RH View perpendicular to B pillar 	Yes
14	RH View perpendicular to C pillar 	Yes

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
15	Hood 	No
16	Windshield 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
17	Roof 	No
18	Rear windshield/glass 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
19	Cargo area 	No
20	Scratches on RH front door 	Yes

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
21	Scratch on RH bed side behind RH rear wheel 	Yes
22	Dent in rear bumper from previous incident 	Yes

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
23	Trailer receiver in trailer hitch 	No
Under Vehicle		
24	LH front tire/wheel assembly 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
25	LH front tire size and TPC number 	No
26	LH front tire Department of Transportation (DOT) # 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
27	LH rear tire/wheel assembly 	No
28	LH rear tire size and TPC number 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
29	LH rear tire DOT# 	No
30	RH front tire/wheel assembly 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
31	RH front tire size and TPC number 	No
32	RH front tire DOT# 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
33	RH rear tire/wheel assembly 	No
34	RH rear tire size and TPC number 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
35	RH rear tire DOT# 	No
36	Underbody-front 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
37	Underbody - mid (photo #1) 	No
38	Underbody - mid (photo #2) 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
39	Underbody – rear 	No
40	Left front (LF) brake, steering and suspension systems 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
41	Left rear (LR) brake and suspension systems 	No
42	Right front (RF) brake, steering and suspension systems 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
43	Right rear (RR) brake and suspension systems 	No
44	LH front brake rotor and caliper assembly 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
45	LH front brake caliper rear view 	No
46	LH rear brake rotor and caliper assembly 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
47	LH rear brake caliper rear view 	No
48	RH front brake rotor and caliper assembly 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
49	RH front brake caliper rear view 	No
50	RH rear brake rotor and caliper assembly 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
51	RH rear brake caliper rear view 	No
52	Under hood Under hood/engine compartment overall view 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
53	LH front engine compartment 	No
54	LH rear engine compartment 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
55	RH rear engine compartment 	No
56	RH front engine compartment 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
57	Battery 	No
58	Under hood Bussed Electrical Center (UBEC) 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
59	Master cylinder and brake booster assembly 	No
60	Master cylinder fluid level 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
61	Vacuum hose from brake booster to vacuum pump 	No
62	Information label on brake booster 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:	██████r	Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:	██████████	VIN:	1GCVKREC8GZ██████████

Photo #	Description / Photo	Damage (Yes/No)
63	Vacuum pump 	No
64	Vacuum brake booster connector 	No
Interior		

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:	██████r	Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:	██████████	VIN:	1GCVKREC8GZ██████

Photo #	Description / Photo	Damage (Yes/No)
65	Driver's side 	No
66	Passenger's side 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
67	Rear seats 	No
68	Instrument panel overview 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
69	Center stack and console assembly 	No
70	Brake pedal 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
71	Brake pedal and accelerator pedal 	No
72	Brake pedal pivot area 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
73	Brake booster mounting nuts 	No
74	Brake pedal travel measurement with pedal released 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
75	Brake pedal travel measurement with pedal depressed 	No
Other		
76	Brake booster – warranty part 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
77	Vacuum pump – warranty part 	No
78	Master cylinder - warranty part 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
79	Pipe from vacuum pump to brake booster – warranty part 	No
80	Warranty vacuum pipe connection area 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	04/05/2016
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
File case #:		VIN:	1GCVKREC8GZ

Photo #	Description / Photo	Damage (Yes/No)
81	Old 31 near Walton Road Niles Michigain 	No
82	Old 31 looking north near Walton Road 	No

R002 Brake / ABS Systems Preliminary Inspection

Customer's last name:		Inspection date:	04/05/2018
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
Case #:		VIN:	1GCVKREC8GZ

Mileage at inspection:	26,082	Inspection location: Tyler Automotive
Inspected by:	Chris Hoersten	Address: 1810 South 11 th Street
Inspector's phone number:	(248) 247-9425	Niles, MI 49120

Was a dealer technician used?

☒ Yes☐ No

Number of photos 82

If Yes, number of hours?

1.2

If possible, document the RO number:

Number of DTCs 0

Maximum vehicle speed taken from CDR report:

No Event Recorded

Did CDR detect a rollover event?

☐ Yes☒ No

Section 1

INSPECTION SUMMARY

Provide driver/claimant's complete description of incident. Do not paraphrase the customer's words. This is a very important section of the report:

The claimant [REDACTED] stated: "The first time it happened was last October. I was on a gravel road and was coming to a stop sign. When I went to push on the brake pedal to stop the pedal was rock solid. I pumped the brake pedal a couple times and it was ok then. When it was doing it I also heard a noise that sounded like the antilock brakes working. After that the brakes were ok so I didn't take it in to have it checked. Then in February I was driving down the road when a lady pulled out in front of me. When I went to push on the brake pedal the pedal it was hard again I pumped the brakes again but it did not help so I swerved to miss her and went off of the road. I didn't hit a mail box it was like a marker along the side of the road. I called the dealer but they couldn't get me in for several days. When I took it in they found the problem and fixed it."

Following the inspection, summarize the facts and observations:

I test drove the vehicle during the inspection. The brake pedal had vacuum assist and stopped the vehicle smoothly. The antilock brake system (ABS) engaged correctly when making aggressive stops in a gravel parking lot. I had asked Gregg Stalen to speak to the technician that replace the brake parts on the vehicle and he stated that he had died a couple of weeks prior to the inspection from a sudden heart attack.

- The right hand (RH) front door has scratches in the center of the door and on the door molding. There is a scratch on the RH bed side behind the RH rear wheel. The rear bumper has a dent in it from a previous incident. The customer stated it came from when he backed into a trailer. There was no further body damage found on the vehicle. (refer to photos# 7-22)
- There was no damage to the vehicle underbody or suspension. (refer to photos# 36-43)
- There was no wear pattern on the brake pedal and the brake pedal was properly mounted. The vacuum brake booster was properly mounted in the vehicle. The brake booster mounting nuts were tight. The master cylinder was securely mounted to the vacuum booster. The brake fluid was clear and at the MAX level mark on the master cylinder reservoir. The vacuum pump for the brake system was properly mounted to the engine. The vacuum pipe from the pump to the vacuum booster was also properly installed. The master cylinder, vacuum brake booster, vacuum pipe and vacuum pump were all clean and looked like they has been replaced recently. (refer to photos# 59-64 and 70-73)
- I completed a bulletin and preliminary information (PI) search for the vehicle. I found PIT5361C Diagnostic tip – Additional brake pedal effort applied to the vehicle. (refer to PIT5361C attachment)
- The dealer had replaced the vacuum pump, vacuum line, brake booster and master cylinder per PIT5361C after the incident on 03/05/2018. The dealer parts manager provide the warranty parts removed from the vehicle so I could inspect them. I could not see large amounts of oil in the vacuum line or the brake booster vacuum port. I could see a slight oil residue in the vacuum line. (refer to photos# 76-80)
- The brake calipers, rotors and pads were inspected. The rotors were smooth and the pads were at the correct thickness. There was no brake fluid leaks. (refer to photos# 44-51)
- A successful Bosch CDR download was obtained through the data link connector (DLC). There was no deployment or non-deployment events recorded. (refer to Bosch CDR download attachments)
- Vehicle diagnostic trouble codes (DTCs) were obtained from the vehicle with Global Diagnostic System 2 (GDS2). There were on DTCs stored in the vehicle. (refer to GDS2 DTC attachment)
- ABS data was monitored with GDS2 with the engine running and off. The brake booster vacuum sensor read -13.8 PSI with engine running and -.3 psi with the engine off. The brake pedal sensor indicated that the brake pedal was active when the pedal was depressed and indicated that the brake pedal was inactive when the pedal was released. (refer to ABS data list attachments)
- A copy of the repair order from 03/05/2018 with the technician comments written on the back of the repair order was obtained from the dealer. (refer to dealer repair order attachment)

R002 Brake / ABS Systems Preliminary Inspection

Customer's last name:		Inspection date:	04/05/2018
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
Case #:		VIN:	1GCVKREC8GZ

Section 2 INTERVIEW - INCIDENT DETAILS

Interviewee name:	
Address:	
Phone number:	
Date of interview:	04/04/2018
Interview mode: (Telephone or In Person)	Telephone

Police report?	☐ Yes	☒ No
Fire report?	☐ Yes	☒ No

Driver's Physical Description

Name:	
Gender:	Male
Height:	5'11"
Weight:	230 lbs
Disabilities:	None

Driver's Trip Information

Hours	Minutes	Distance	Driver's estimated speed
0	15		55-60 MPH

Exact incident location: Old 31 and Walton road Niles Michigan	Exact incident date and time: 02/22/2018 @4:30 PM
Weather condition and visibility: Dry and Clear	Approximate temp (°F): N/A

Was there a collision? ☒ Yes ☐ No

Were there any other occupants in the vehicle at the time of the incident? ☐ Yes ☒ No

Occupant's Information (If applicable)

Name:	Name:
Gender:	Gender:
Height:	Height:
Weight:	Weight:
Age:	Age:

Where were the other occupants seated?

Front Row:	☐ Right Front	☐ Front Center	
Second Row:	☐ Right Rear	☐ Center	☐ Left Rear
Third Row:	☐ Right Rear	☐ Center	☐ Left Rear

If the vehicle is a truck or a car trailering cargo at the time of the incident, estimate total weight of cargo and trailer:	
Load description:	(lbs)

Road Surface:	☐ Concrete	☒ Asphalt	☐ Gravel	☐ Crushed Rock	☐ Dirt
Road Condition:	☒ Dry	☐ Wet	☐ Icy	☐ Other:	
Shoulder/Curb Condition:	☒ Dry	☐ Wet	☐ Icy	☐ Other:	
Select One----->	☒ Shoulder	☐ Curb			

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? ☐ Yes ☒ No

If Yes, from where? _____

Prior to, or after the incident, were there any warning lights on, or messages displayed on the Driver's Information Center? ☐ Yes ☒ No

If Yes, what indicator? _____

R002 Brake / ABS Systems Preliminary Inspection

Customer's last name:		Inspection date:	04/05/2018
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
Case #:		VIN:	1GCVKREC8GZ

Has condition been observed/experienced prior to this incident?

☒ Yes	☐ No

If yes, how often? One time

Was the repair facility contacted regarding this concern?

☐ Yes	☒ No

Is an invoice for the repair available?

☐ Yes	☐ No

If Yes, what was the outcome?

Normally brake with:

☒ Right Foot	☐ Left Foot

Adjustable pedals?

☐ Yes	☒ No

If yes, position?

☐ Forward	☐ Middle	☐ Rearward

Have the driver describe the operation of the brake system immediately before the incident and what happened at the beginning and during the incident. The beginning of the incident is the initiation of the braking sequence during which the incident occurred.

Brake system operation prior to the incident:

☒ Normal	☐ Pulling	☐ Grabbing	☐ Other:

Brake system operation during the incident:

☒ Normal	☐ Pulling	☐ Grabbing	☐ Other:

Pedal Feel:

☐ Normal	☐ Spongy	☒ Hard	☐ To the Floor	☐ Pulsation/shudder/vibration

☐ Other:

During the incident did the driver pump the brakes?

☒ Yes	☐ No

During the incident did the driver attempt to steer?

☒ Yes	☐ No

Additional comments concerning the incident:

Section 3

VEHICLE HISTORY

Obtain information for this section from Driver / Claimant

If any information for this section is obtained from anyone other than the claimant, provide their name, address, phone number and relationship, if any, to the claimant.

Name:	
Address:	
Phone number:	
Relationship to claimant:	

Did the owner purchase the vehicle new?

☒ Yes	☐ No

If yes, date of purchase?

01/30/2017

If purchased used, provide the name, address of the seller and date of purchase:

Name:	
Address:	
Date of purchase:	

Has there been prior collision damage?

☒ Yes	☐ No

If yes, provide dates, descriptions of the damage, and copies of the repair invoice(s) if possible:

Date	Repair Description / By Whom? (dealer/non-dealer)
	The customer backed into his trailer and dented the rear bumper. The damage has not been repaired.

R002 Brake / ABS Systems Preliminary Inspection

Customer's last name:		Inspection date:	04/05/2018
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
Case #:		VIN:	1GCVKREC8GZ

VEHICLE REPAIR / SERVICE HISTORY

If the answer is "Yes" to any of the following questions, describe the repairs. Obtain copies of the repair order(s) if possible, and document the name of the service facility, its address, and telephone number.

Any repairs outside of warranty?

☐ Yes ☒ No

If yes, provide dates, descriptions of the repair(s) and repair invoices if possible:

Date	Repair Description / By Whom?

Last brake maintenance (please provide copies of repair invoice(s) if possible:

Date	Repair Description / By Whom? (dealer/non-dealer)

VEHICLE MODIFICATIONS / ALTERATIONS

Ask if there are any vehicle modifications or alterations present, and has any after-market equipment been installed? Remember that if the vehicle has been pre-owned, the current owner may not know of any changes to the vehicle.

☐ Remote Start	☐ Suspension	☐ Tires/Wheels	☐ Audio/Video	☐ Snow Removal
☐ Body Modifications	☐ Towing Equip.	☐ Security Alarm	☐ Wiring	☐ Other
☐ Unknown				

If yes, describe component, who installed it, and capture photos:

Other vehicle history information from interview, GM Warranty, or Dealership history files?

☒ Yes ☐ No

If Yes, describe & make copies:

General Motors Investigate Vehicle History (IVH) indicates no open recalls and the vacuum pump, vacuum brake booster hose, vacuum brake booster and brake master cylinder were replaced on 03/05/2018. (refer to IVH attachment)

Section 4

VEHICLE / SYSTEM INSPECTION

---Note---

Do Not "Clear Codes" from any on board module(s)

Use the scan tool to capture all diagnostic trouble codes (current or history), and photograph the screens (if a scan tool was used).

DTC	Symptom	Description	Current	History
		No DTCs stored in the vehicle		

SDM Crash Data Collection:

Describe and photograph any evidence that the passenger compartment may have had moisture intrusion or the SDM has incurred any damage due to moisture/corrosion. Visually inspect the carpet and floor pan for moisture and the SDM electrical connector male and female ends for signs of corrosion. If the SDM is mounted under a seat, visually inspect for any foreign objects that could affect the airbag system operation and, if found, inspect the area very carefully. Photograph as needed.

If the vehicle is equipped with roll-over protection, download the ROS data after downloading the CDR data. (See ROS Coverage document to determine whether vehicle is supported, and/or observe the icons on the function bar on the CDR screen.) SUV-type vehicles may have roll-over protection. An "Airbag" name will be embossed on the trim at the A and possibly B pillars of the vehicle.

NOTE: Some vehicles do not require the ignition key to be in the ignition "on" position in order to download the data.

- OBTAIN DERM/SDM DOWNLOADS FOR ALL INADVERTENT DEPLOYMENT ALLEGATIONS
- IF POSSIBLE, AVOID CYCLING THE IGNITION KEY ON/OFF PRIOR TO OBTAINING THE DOWNLOAD
- PHOTOS OF THE CDR SCREEN ARE REQUIRED TO SHOW ANY ERROR MESSAGES

R002 Brake / ABS Systems Preliminary Inspection

Customer's last name:		Inspection date:	04/05/2018
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
Case #:		VIN:	1GCVKREC8GZ

NOTE: Save the raw CDR and ROS files, and then a PDF files. Submit all files with report.

Was the CDR download available?

☒ Yes ☐ No

If "No", describe:

How was download obtained?

☒ ALDL / DLC ☐ Directly from module using adapter harness w/ Bosch CDR

If the download was obtained directly from the module, was the module removed from the vehicle?

☐ Yes ☐ No

If removed from the vehicle, describe and photograph the conditions under which the module was mounted when the download was obtained:

Does the vehicle have?

4-Wheel disc brakes?

☒	Yes
☒	No

☒	Yes
☐	No

Anti-lock brakes?

Hydraulically assisted (hydro boost) brakes?

☐	Yes
☒	No

Front disc, rear-drum brakes?

Vacuum assisted power brakes?

Regenerative braking?

☐	Yes
☒	No

☒	Yes
☐	No

☒	Yes
☐	No

Turn on the ignition key and note the following:

Does the red brake warning light remain on after the self-test (park brake released)?

Does the red brake warning light come on with the parking brake applied?

Does the red brake warning light go off when the parking brake is released?

Does the ABS (if equipped) warning light remain on after self-test?

☐	Yes
☒	No

☒	Yes
☐	No

☒	Yes
☐	No

☐	Yes
☒	No

Describe the brake fluid: Level, Color, Smell, and any sign of contamination.

☒ Full ☒ Clear ☒ Normal Smell ☐ Other:

Comments and photo number of master cylinder showing brake fluid level:

The brake fluid was clear and was at the proper level. (refer to photo# 60)

Look for any sign of external leakage of brake fluid at the connections to the master cylinder, ABS module, callipers, wheel cylinders, hydraulic lines, and fittings.

Any leakage observed?

☐ Yes ☒ No

If yes, described the location and capture images:

If the engine will run:

Deplete the booster vacuum by pumping the brake pedal three or four times and then start the engine with your foot on the brake pedal. Note the pedal behavior:

☒ Dropped ☐ Moved Up ☐ No Change

Turn the engine off and record the number of pedal applies required to deplete the booster:

3

Perform a pedal travel check according to Service Information procedures. Record pedal travel (inches):

1

R002 Brake / ABS Systems Preliminary Inspection

Customer's last name:		Inspection date:	04/05/2018
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
Case #:		VIN:	1GCVKREC8GZ

Describe and photograph the method used to measure pedal travel:

The brake pedal was pumped to deplete the vacuum. A measurement was taken from the brake pedal to the steering wheel. The pedal was then depressed and a second measurement was taken from the brake pedal to the steering wheel. (refer to photos# 74 and 75)

Remove the wheels and inspect the front / rear brake assemblies (capture images as well):

Any calliper/wheel cylinder corrosion?	☐	Yes	☒	No	Describe:
Any rotor/drum corrosion?	☐	Yes	☒	No	Describe:
Any rotor/drum grooving?	☐	Yes	☒	No	Describe:
Any rotor/drum irregularities?	☐	Yes	☒	No	Describe:
Any lining corrosion evident?	☐	Yes	☒	No	Describe:
Any signs of overheating?	☐	Yes	☒	No	Describe:

Measure the brake lining thickness using a lining thickness gauge and record the observations in the table below.

	RF Inner	RF Outer	LF Inner	LF Outer	RR Inner	RR Outer	LR Inner	LR Outer
Red								
Yellow								
Green	10 MM	9 MM	10 MM	9 MM	8 MM	8 MM	8 MM	8 MM

Note: Record the actual brake thickness, or the appropriate dimension associated with the R, Y, or G gauge section that best describes the lining thickness. This table assumes there are disc brakes on the front and rear of the vehicle. If drum brakes are on the rear, record your observations in the comments section of the report. Report your results in the comments section and provide photos of the type of tool used. Record any rotor or drum irregularities such as scoring, warpage, rust or an out-of-round condition with the appropriate measurement in the additional comments section using a micrometer or dial indicator.

Additional Comments:

IF THE VEHICLE IS OPERATIONAL: Drive the vehicle and make several stops from 30 MPH. Observe and comment on the brake system performance while stopping on a dry and level road surface.

Observations:

The brakes performed as designed when stopping.

IF EQUIPPED WITH ABS: If possible, make repeat stops using the ABS system on a wet road.

Observations:

When stopping the vehicle in a stone lot the antilock brakes engaged and stopped the vehicle.

IF THE VEHICLE IS NOT DRIVABLE, CONDUCT A BRAKE TORQUE TEST if possible. Start the engine; place the transmission in Drive with the foot on the brake. Slowly apply throttle and note the results.

Does the brake system hold the vehicle stationary? ☒ Yes ☐ No

If "No", record the engine speed/throttle position at which vehicle starts to move.

RPM's	Percent Throttle

R002 Brake / ABS Systems Preliminary Inspection

Customer's last name:		Inspection date:	04/05/2018
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
Case #:		VIN:	1GCVKREC8GZ

Comments:

CONDUCT A PARKING BRAKE TEST. Apply the park brake, start the engine, place the transmission in Drive and slowly apply the throttle and note the results.

Does the brake system hold the vehicle stationary? ☒ Yes ☐ No

If "No", record the engine speed and throttle position at which the vehicle starts to move.

Comments:

RPM's	Percent Throttle

TIRE IDENTIFICATION:

Use a tread depth gauge at four points around the tires circumference to determine the average tread depth.

If the tire size is different than specified on the tire placard, check the ABS calibration on the GM Scan Tool and note the findings.

	Tire Brand (Goodyear)	Tire Type / Style	Tire Size (P225/55/17)	Tire Pressure (PSI)	Avg. Tread Depth (32nds of Inch)	DOT Numbers*
LF	Bridgestone	Dueller H/T	P225/70R17	33 PSI	6/32	6
RF	Bridgestone	Dueller H/T	P225/70R17	35 PSI	6/32	
LR	Bridgestone	Dueller H/T	P225/70R17	33 PSI	6/32	
RR	Bridgestone	Dueller H/T	P225/70R17	35 PSI	6/32	

* Note: DOT numbers are found on the inside of the tire, adjacent to the rim.

TPC number (if any):

1386MS

TIRE PLACARD DATA:

Record the following data: (located on driver's door edge or inside the decklid)

Tire size:

P225/70R17

Tire pressure:

35 PSI

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF, RR, and LR).

RF:	There is no damage to the RF tire and wheel assembly. (refer to photos# 30-32)
LF:	There is no damage to the LF tire and wheel assembly. (refer to photos# 24-26)
RR:	There is no damage to the RR tire and wheel assembly. (refer to photos# 30-35)
LR:	There is no damage to the LR tire and wheel assembly. (refer to photos# 27-29)

Section 5

SITE INSPECTION

NOTE: In most instances a site inspection is not required on vehicles with no damage present (e.g. claimant says they hit a pot hole...)

Was a site inspection performed? ☒ Yes ☐ No

Comments:

A site inspection of Old State Route 31 near Walton Road was completed. The customer said it was near an old farm house that was just torn down along old 31. In the photos you can see the area where the house was recently torn down. The road is smooth and there are some utility marks along the road. I was uncertain which marker the customer hit during the incident. (refer to photos# 81 and 82)

Posted speed where the incident occurred?

55
(mph)

R002 Brake / ABS Systems Preliminary Inspection

Customer's last name:		Inspection date:	04/05/2018
Vehicle brand:	Chevrolet	Year/Model:	2016 Silverado
Case #:		VIN:	1GCVKREC8GZ

SITE INSPECTION: PERFORM THE FOLLOWING IF ADDITIONAL INFORMATION MAY BE FOUND:

- If the customer can identify the incident scene and verify tire marks, gouges in the pavement, debris, or any police marks at the scene, measure location of the items and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, etc...
- Identify evidence & photograph any object struck by the vehicle on or off the road prior to, during, or after incident.
- Inspect roadway & shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

Photograph the scene and any property involved. Only factual comments should be entered in this section:

Section 6

COMMENT OVERFLOW

Please use this area for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

Attachments: (Check all that apply)

☒ Photographs
 ☒ Data Downloads
 ☒ Other Records

AI DIFALCO

From: AI DIFALCO
Sent: Tuesday, April 03, 2018 1:31 PM
To: AI DIFALCO
Subject: [REDACTED] GM Product Assistance - Claims Department (PAC) Request

PAC Information Provided:
PAR Record Number:
undefined : undefined

Provided Information:

PAC File Number : [REDACTED]
Rush-Rental : false
Rush-Other : false

Customer Information:

Customer First Name : [REDACTED]
Customer Last Name : [REDACTED]
Customer Address : [REDACTED]
Customer City : Niles
Customer State : MI
Customer Zip Code : [REDACTED]
Customer Home Phone : [REDACTED]
Customer Work Phone : NA
Customer Cell Phone : [REDACTED]

Vehicle Information:

VIN : 1GCVKREC8GZ [REDACTED]
Vehicle Year : 2016
Vehicle Make : Chevrolet
Vehicle Model : Silverado 1500
Vehicle Mileage : 26000

Vehicle Location Information:

Dealer/Salvage/Other : Dealer
POC Name : [REDACTED]
POC Phone : [REDACTED]
POC Email : [REDACTED]
POC Cell Number : NA
Dealer BAC : 113 [REDACTED]
Rental Authorized : Yes
Towing Authorized : No
Vehicle At Dealership : Yes
Name of Business : Tyler Automotive
Vehicle Location Address : 1810 S 11th St
Vehicle Location City : Niles
Vehicle Location State : MI
Vehicle Location Zip Code : 49120

Location Comments :

Customer Concerns:

Air Bag Deployment Concern - In a Collision : false

Air Bag Deployment Concern - No Collision : false

CDR Inspection Short Form : false

Accelerator/Throttle Concern : false

Brakes ABS Concern : true

Engine/Transmission/Drivetrain Concern : false

Fire/Flame Concern : false

Melt Concern : false

Smoke Concern : false

Seats/Seat Belt Concern : false

Steering/Suspension/Tire/Wheels Concern : false

Water/Moisture/Odor Concern : false

Additional Information Concern : Incident: 2/22/2018

Customer states the second incident with brake concern caused an accident. While driving on the highway, a car pulled out in front of him, he hit brakes and the pedal became stiff. To avoid hitting other vehicle, the customer swerved onto the side of the road hitting mailbox causing damage to the passenger side doors dents and scratches of the rear quarter panel.

Customer says the first concern with the brakes occurred October 2017. The brake pedal would not press down. When he pumped the brakes it corrected the concern. The customer did not take vehicle to the dealer to have serviced for the brake concern.

The customer waited two weeks to take vehicle to the dealer to have brake system serviced after the vehicle was in the accident. The dealer performed brake repairs under warranty.

03/05/2018 02-77515 ZREG---Regular Vehicle Transaction 2480118 - Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder 25,174 MI

SPECIAL INSTRUCTIONS: verify previous brake repairs to determine if re-occurrence or not.

CSR Information:

Requestor Name : Ranette Jackson

Requestor Email : ranette.jackson@gm.com

Requestor Phone : (866) 446-6963 X 5911664

Requestor Fax : 866-592-1364

Ref: [REDACTED]

Global Warranty Management: Main > Interface With Customer > View Vehicle Summary

INTERFACE WITH
CUSTOMER

USER OPTIONS

View Vehicle Summary

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable).

Vehicle Information

VIN: 1GCVKREC8C2 [REDACTED] Model: CK15753-2016 SILVERADO 1500 DOUBLE CAB CAB 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [Open](#)

For this vehicle:

→ [View Vehicle Summary](#)
 → Service Contract
 → Branded Title
 → Warranty Block

→ [View Vehicle Build](#)
 → [View Vehicle Component Summary](#)
 → [View Vehicle Transaction History Detail](#)
 → [View Vehicle Delivery Information](#)

→ [Investigate Major Assembly History](#)

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletin	N152028770	[REDACTED]	4WD IPS Drift DTC C0398 - 4HI Lock-Up - Expires with Base Warranty	01/06/2017	Closed
Product Safety Recall	2016007	[REDACTED]	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA: 800-556-3600.

OnStar Equipped: Y

OnStar Status: Active

XM Equipped: Y

XM Radio ID: 6GMXH3RC

XM Status: Active

OnStar Vehicle Diagnostics: Y

DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Chevrolet Scheduled	02/01/2017	04/14/2016	3,000 MI	04/14/2016	27,000 MI

Maintenance-2 visits					
Emission Select Component Ltd Wty	02/01/2017	04/14/2016	3,000 MI	04/14/2024	83,000 MI
Powertrain Limited Warranty	02/01/2017	04/14/2016	3,000 MI	04/14/2021	63,000 MI
Corrosion Limited Warranty	02/01/2017	04/14/2016	3,000 MI	04/14/2022	103,000 MI
Bumper to Bumper Limited Warranty	02/01/2017	04/14/2016	3,000 MI	04/14/2019	39,000 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
03/05/2016	02	ZREG—Regular Vehicle Transaction		2480118 - Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	25,174 MI
10/03/2017	02	ZREG—Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	19,730 MI
02/27/2017	02	ZREG—Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	7,326 MI
01/12/2017	02	ZFAT—Field Action Recall		9102844 - FA28770-Transfer Case Control Module Reprogramming with SPS	4,440 MI
09/20/2016	02	ZFAT—Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	4,439 MI
06/31/2016	02	ZREG—Regular Vehicle Transaction		8468030 - 4-5-6 Clutch Hub Replacement	1,730 MI
03/07/2016	02	ZPDI—Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	10 MI
02/10/2016		ZPDI—Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management: Site Map

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Global Warranty Management: Main > Interface With Customers > View Vehicle Transaction History Detail

INTERFACE WITH
CUSTOMER

USER OPTIONS

View Vehicle Transaction History Detail

This screen allows IVH users to view the available information on individual transaction for the VIN selected.

Vehicle Information

VIN: 1GCVKREC8GZ [REDACTED] Model: CK15753-2016 SILVERADO 1500 DOUBLE CAB CAB 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: [Open](#)

For this vehicle:

→ [View Vehicle Summary](#)

→ Service Contract

→ Branded Title

→ Warranty Block

→ [View Vehicle Build](#)→ [View Vehicle](#)→ [Component Summary](#)→ [View Vehicle](#)→ [Transaction History Detail](#)→ [View Vehicle Delivery Information](#)→ [Investigate Major Assembly History](#)

Job Card Date: 03/05/2018

Job Card Number: 02 [REDACTED]

Repair Service Agent: 113390

Odometer Reading: 25,174 MI

TYLER AUTOMOTIVE
1810 S 11TH ST
NILES MI 49120-4206
2696831710

Authorization Code:

Process Date:
03/15/2018Transaction Type:
ZREG—Regular Vehicle
TransactionTransaction Expense Category:
WarrantyCustomer Complaint Code:
0130-Brakes - Fluid Leaks

Job Card Line #: 1

Transaction Adjustment: Cause Code: 6581-Module/Component - Registers Incorrectly

Labour Op 2480118-Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder

Causal Part Number 000000000012669488-PUMP ASM-VAC

→ [See other Parts and/or Net Items](#)

Line Total: USD 729.86

Job Card Date: 10/03/2017

Job Card Number: 02 [REDACTED]

Repair Service Agent: 113380

Odometer Reading: 19,730 MI

TYLER AUTOMOTIVE
1810 S 11TH ST
NILES MI 49120-4206
2696831710

Authorization Code:

Process Date:
10/04/2017Transaction Type:
ZREG—Regular Vehicle TransactionTransaction Expense Category:
WarrantyCustomer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1

Transaction Adjustment: Cause Code: 9098-Other - Maintenance

Labour Op 0600723-Chevrolet 2 Year Maintenance

Causal Part Number

→ [See other Parts and/or Net Items](#)

Line Total: USD 50.00

Job Card Date: 02/27/2017

Job Card Number: 02 [REDACTED]

Repair Service Agent: 113390
TYLER AUTOMOTIVE
1810 S 11TH ST
NILES MI 49120-4206
2696831710

Odometer Reading: 7,328 MI
Authorization Code:

Process Date:
02/28/2017

Transaction Type:
ZREG---Regular Vehicle Transaction
Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1

Transaction Adjustment: Cause Code: 6096-Other - Maintenance

Labour Op 0800723-Chevrolet 2 Year Maintenance

Causal Part Number

See other Parts and/or Net Items

Line Total: USD 50.00

Job Card Date: 01/12/2017

Job Card Number: 02 [REDACTED]

Repair Service Agent: 113390
TYLER AUTOMOTIVE
1810 S 11TH ST
NILES MI 49120-4206
2696831710

Odometer Reading: 4,440 MI
Authorization Code:

Process Date:
01/13/2017

Transaction Type:
ZFAT---Field Action Recall
Transaction Expense Category:
Field Action Recall

Customer Complaint Code:

-

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op 9102844-FA28770-Transfer Case Control Module Reprogramming with SPG

Causal Part Number

Line Total: USD 39.90

Job Card Date: 09/20/2016

Job Card Number: 02 [REDACTED]

Repair Service Agent: 113390
TYLER AUTOMOTIVE
1810 S 11TH ST
NILES MI 49120-4206
2696831710

Odometer Reading: 4,439 MI
Authorization Code:

Process Date:
09/26/2016

Transaction Type:
ZFAT---Field Action Recall
Transaction Expense Category:
Field Action Recall

Customer Complaint Code:

-

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op 9102276-16007 - N16-204617 - Reprogram Inflexible Restraint Sensing and Diagnostic Module Calibrations

Causal Part Number

Line Total: USD 29.20

Job Card Date: 05/31/2016

Job Card Number: 02- [REDACTED]

Repair Service Agent: 113380

Odometer Reading: 1,730 MI

TYLER AUTOMOTIVE

Authorization Code: EP

1810 S 11TH ST

NILES MI 49120-4208

2696831710

Process Date:

06/06/2016

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0321-Engine/Fuel/Exhaust - "Check

Engine" Light

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 6581-Module/Component -
Registers Incorrectly

Labour Op 8468030-4-5-6 Clutch Hub Replacement

Causal Part Number 000000000024238004-HUB ASM-4-5-6 CLU (W OUTPUT CARR SHF &

[--See other Parts and/or Net Items](#)

Line Total: USD 956.64

Job Card Date: 03/07/2016

Job Card Number: 0 [REDACTED]

Repair Service Agent: 113380

Odometer Reading: 10 MI

TYLER AUTOMOTIVE

Authorization Code:

1810 S 11TH ST

NILES MI 49120-4208

2696831710

Process Date:

03/08/2016

Transaction Type:

ZPDI---Pre-Delivery Inspection

Transaction Expense Category:

Pre-Delivery Inspection

Customer Complaint Code:

-

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op 0500032-PDI - Dealer Installed - Factory Invoiced Options

Causal Part Number

Line Total: USD 9.73

Job Card Date: 02/10/2016

Job Card Number: [REDACTED]

Repair Service Agent: 113380

Odometer Reading: 1 MI

TYLER AUTOMOTIVE

Authorization Code:

1810 S 11TH ST

NILES MI 49120-4208

2696831710

Process Date:

02/10/2016

Transaction Type:

ZPDI---Pre-Delivery Inspection

Transaction Expense Category:

Pre-Delivery Inspection

Customer Complaint Code:

-

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op 0590072-Pre-Delivery Inspection - Base Time

Causal Part Number

Line Total: USD 126.53

Global Warranty Management: Site Map

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OFFERING BUILT-IN 4G LTE WI-FI® CONNECTIVITY*

*Important Info



Advertisement

2016 Chevrolet Silverado 1500 Double Cab Pricing Report

Sell To Private Party



Style: LT Pickup 4D 6 1/2 ft
Mileage: 26,000

Vehicle Highlights

Fuel Economy:
City 16/Hwy 22/Comb 18 MPG

Max Seating: 6

Doors: 4

Engine: V8, EcoTec3, FF, 5.3L

Drivetrain: 4WD

Transmission: Auto, 6-Spd HD Overdrive

EPA Class: Standard Pickup Trucks

Body Style: Pickup

Country of Origin: United States

Country of Assembly: United States



Valid for ZIP Code 49120 through 04/05/2018

Your Configured Options

Our pre-selected options, based on typical equipment for this car.

✓ Options that you added while configuring this car.

Engine

V8, EcoTec3, FF, 5.3L

Transmission

Auto, 6-Spd HD Overdrive

Drivetrain

4WD

Braking and Traction

Hill Start Assist Control

Traction Control

StabiliTrak

ABS (4-Wheel)

Comfort and Convenience

Anti-Theft System

Keyless Entry

Air Conditioning

Power Windows

Power Door Locks

Cruise Control

Steering

Power Steering
Tilt & Telescoping Wheel

Entertainment and Instrumentation

AM/FM Stereo
CD/MP3 (Single Disc)
SiriusXM Satellite
MyLink
Bluetooth Wireless
OnStar

Safety and Security

Dual Air Bags
F&R Side Air Bags
Head Curtain Air Bags

Seats

✓ Power Seat
✓ Leather

Roof and Glass

Privacy Glass

Lighting

HID Headlamps
Daytime Running Lights

Cargo and Towing

Towing Pkg

Wheels and Tires

Alloy Wheels

Exterior Color

✓ Black

Glossary of Terms

Kelley Blue Book® Trade-In Value - This is the amount you can expect to receive when you trade in your car to a dealer. This value is determined based on the style, condition, mileage and options indicated.

Trade-In Range - The Trade-In Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week based on the style, condition, mileage and options of your vehicle when you trade it in to a dealer. However, every dealer is different and values are not guaranteed.

Kelley Blue Book® Private Party Value - This is the starting point for negotiation of a used-car sale between a private buyer and seller. This is an "as is" value that does not include any warranties. The final price depends on the car's actual condition and local market factors.

Private Party Range - The Private Party Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week for a vehicle with stated mileage in the selected condition and configured with your selected options, excluding taxes, title and fees when selling to a private party.

Excellent Condition - 3% of all cars we value. This car looks new and is in excellent mechanical condition. It has never had paint or bodywork and has an interior and body free of wear and visible defects. The car is rust-free and does not need reconditioning. Its clean engine compartment is free of fluid leaks. It also has a clean title history, has complete and verifiable service records and will pass safety and smog inspection.

Tip:

It's crucial to know your car's true condition when you sell it, so that you can price it appropriately. Consider having your mechanic give you an objective report.

Very Good Condition - 23% of all cars we value. This car has minor wear or visible defects on the body and interior but is in excellent mechanical condition, requiring only minimal reconditioning. It has little to no paint and bodywork and is free of rust. Its clean engine compartment is free of fluid leaks. The tires match and have 75% or more of tread. It also has a clean title history, with most service records available, and will pass safety and smog inspection.

Good Condition - 54% of all cars we value. This car is free of major mechanical problems but may need some reconditioning. Its paint and bodywork may require minor touch-ups, with repairable cosmetic defects, and its engine compartment may have minor leaks. There are minor body scratches or dings and minor interior blemishes, but no rust. The tires match and have 50% or more of tread. It also has a clean title history, with some service records available, and will pass safety and smog inspection.

Fair Condition - 18% of all cars we value. This car has some mechanical or cosmetic defects and needs servicing, but is still in safe running condition and has a clean title history. The paint, body and/or interior may need professional servicing. The tires may need replacing and there may be some repairable rust damage.

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#PIT5361C: Diagnostic Tip - Additional Brake Pedal Effort - (Mar 15, 2017)

Subject: Diagnostic Tip - Additional Brake Pedal Effort



Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2015-2016		All	All	All	All
Chevrolet	Silverado 1500	2014-2016		All	All	All	All
Chevrolet	Suburban	2015-2016		All	All	All	All
Chevrolet	Tahoe	2015-2016		All	All	All	All
GMC	Sierra 1500	2014-2016		All	All	All	All
GMC	Yukon	2015-2016		All	All	All	All

Supersession Statement

This PI was superseded to update the parts list. Please discard PIT5361B.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. Also, in some cases a tick or ticking noise may be heard, which may sound like an exhaust manifold leak. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

Important: Pay close attention to the fluid and if it is determined to be engine oil, it could be coming from the vacuum pump. The vacuum pump is belt-driven and mounted to the side of the engine block. It is lubricated by pressurized engine oil.

Recommendation/Instructions

If engine oil is found, it is important the following parts are replaced. If not, the condition will return.

1. Vacuum Pump
2. Vacuum Line between the booster and the pump.

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3. Brake Booster
4. Master Cylinder

Parts Information

Part Number	Description	Qty
12669488	PUMP ASM-VAC	1
23144638 (VYU) or 23135228 (w/o VYU)	PIPE ASM-P/B BOOS VAC	1
23135220	BOOSTER ASM-P/B	1
20925765	CYLINDER-BRK MAS	1

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
	Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	2.8 hr
* This is a unique labor operation for bulletin use only.		

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

**#PIT5361C: Diagnostic Tip - Additional Brake Pedal Effort
- (Mar 15, 2017)****Subject: Diagnostic Tip - Additional Brake Pedal Effort**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2015-2016		All	All	All	All
Chevrolet	Silverado 1500	2014-2016		All	All	All	All
Chevrolet	Suburban	2015-2016		All	All	All	All
Chevrolet	Tahoe	2015-2016		All	All	All	All
GMC	Sierra 1500	2014-2016		All	All	All	All
GMC	Yukon	2015-2016		All	All	All	All

Supersession Statement

This PI was superseded to update the parts list. Please discard PIT5361B.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. Also, in some cases a tick or ticking noise may be heard, which may sound like an exhaust manifold leak. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

Important: Pay close attention to the fluid and if it is determined to be engine oil, it could be coming from the vacuum pump. The vacuum pump is belt-driven and mounted to the side of the engine block. It is lubricated by pressurized engine oil.

Recommendation/Instructions

If engine oil is found, it is important the following parts are replaced. If not, the condition will return.

1. Vacuum Pump
2. Vacuum Line between the booster and the pump

3. Brake Booster
4. Master Cylinder

Parts Information

Part Number	Description	Qty
12669488	PUMP ASM-VAC	1
23144638 (VYU) or 23135228 (w/o VYU)	PIPE ASM-P/B BOOS VAC	1
23135220	BOOSTER ASM-P/B	1
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Warranty Information

For vehicles repaired under warranty use:

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[illegible]

TYLER AUTOMOTIVE GM-KIA-HUMMER
1810 M-51 SOUTH
NILES, MI 49120
PH: (269)683-1710 FAX: (269) 683-9557
WWW.TYLERS.COM RPR FAC#F143200

BAR

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1GCVKREC8G		25174	25174	03/05/18 15:58	03/15/18	
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2016 CHEVROLET SILVERADO (TUNGSTEN M)					COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
			02/08/16	01/30/17	01/30/17	5137
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		TERMS
				MELISSA MURDOCK (521)		No Charge
				RO COMMENT		

ALL PARTS ARE NEW UNLESS OTHERWISE STATE

CERTIFICATION

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH THE MICHIGAN AUTO REPAIR ACT (P.A.300) COMPANY AUTHORIZED REPRESENTATIVE BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO IMPROVE PARTS. PARTS DESIGNATED WITH AN * INDICATE A LIMITED LIFETIME SERV GUARANTEE-CUST PAY ONLY

AT TYLERS IT IS OUR CONTINUING GOAL TO GAIN YOUR COMPLETE SATISFACTION!

*** IF YOU RECEIVE A FACTORY SURVEY REGARDING YOUR VISIT PLEASE TAKE THE TIME TO FILL IT OUT AND RETURN IT *** !!THANK YOU!!!

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount	Cost

A *			A65	2.80	Warranty	\$286.33	

Concern Customer states when trying to brake the pedal will not go down at times -will stay hard and wont apply the brakes - first time was able to pump and get them to function second time went off road and hit pole on passenger side -- please check and advise

Cause check master cylinder fluid and level ok check for bulletin and found pit5361c check vac hose and see slight fluid order parts

Correction replace brake booster assembly-- replace master cylinder and bleed system -- replace hose from vac pump to booster -- replace vac pump on engine

Additional Operations

OpCode	Hours	Tech
2480118	2.80	A65
SLD	0.00	
SLT	0.00	
Other	0.00	
SLA	0.00	
SLP	0.00	
SLS	0.00	

Part Number	Description	Qty.	Unit Price	Ext. Price	Cost
X 12669488	PUMP	1	\$169.48	\$169.48	\$121.06
23135228	PIPE	1	\$51.27	\$51.27	\$36.62
20925765	CYLINDER	1	\$97.93	\$97.93	\$69.95
19353126	FLUID	2	\$6.82	\$13.64	\$9.74
23135220	BOOSTER	1	\$111.24	\$111.24	\$79.46
Parts Total...				\$443.56	\$316.83

Total Hours: 2.80

Line Total... \$729.89 \$316.83

Technician Summary

ID	Technician	License	Lines
A65	Dennis Wohler		A

03/15/18 14:29

INVOICE

OFFICE COPY

Page 1 of 2

		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		1GCVKREC8GZ		25174	25174	03/05/18 15:58	03/15/18	
		VEHICLE DESCRIPTION		TAG NO.		STATUS		
		2016 CHEVROLET SILVERADO (TUNGSTEN M)				COMPLETE		
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
			02/08/16	01/30/17	01/30/17	5137	No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
				MELISSA MURDOCK (521)				

Non-Customer Totals				Customer Totals			
	Acct.	Amount	Cost		Acct.	Amount	Cost
W - Labor	462	\$286.33	\$70.00	Total Amount Due		\$0.00	
W - Parts	480	\$443.56	\$316.83				
TOTAL WARRANTY	263	\$729.89		TOTAL CUSTOMER		No Charge	

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for 11 year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

03/15/18 14:29

INVOICE

OFFICE COPY

Page 2 of 2



Global Diagnostic System 2

Read Vehicle Wide DTC and ID Information

Overview

Vehicle Identification Number (VIN)	1GCVKREC8GZ [REDACTED]
Report Creation Date	2018-04-05 11:35:40 EDT

Vehicle Configuration Property

Make	Chevrolet
Model	Silverado
Model Year	2016
Headlamp Type	High Intensity Discharge (T4F TT2 TT6 TT7 TT8)
Passenger Presence System Version	Passenger Presence System (AL0)
Radio Type	Uplevel (IO4 IO5 IO6)
Telematics Communication Interface Control Module Version	10
Transmission Type	Automatic Transmission 6 Speed (MYC)
Seat Memory Control Module Version	Not Equipped
HVAC Control Module Type	Auto Control Dual Zone (CJ2)
Transfer Case Control Module Version	Transfer Case, Two Speed, Switch Activated (NQH)
Engine Identifier	5.3L (L83)

System Information Property

VCI Serial Number	MDI: [REDACTED]
Vehicle Session Creation Date	2018-04-05 11:33:23
Test Start Time	2018-04-05 11:35:40 EDT

Engine Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	1GCVKREC8GZ [REDACTED]
End Model Part Number	12673195
Base Model Part Number	12672527
Software Module 1 Identifier	12672612
Software Module 2 Identifier	12666199
Software Module 3 Identifier	12665605

Software Module 4 Identifier	12666246
Software Module 5 Identifier	12670683
Software Module 6 Identifier	12670664
Software Module 7 Identifier	12653630
Software Module 8 Identifier	12659034

No DTCs Stored

Transmission Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	1GCVKREC8GZ [REDACTED]
Date Programmed	20160208
Diagnostic Data Identifier	0
End Model Part Number	24270598
Base Model Part Number	24239352
Software Module 1 Identifier	24270599
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier	24274143
Software Module 2 Identifier Alpha Code	AD
Software Module 3 Identifier	24274153
Software Module 3 Identifier Alpha Code	AB
Software Module 4 Identifier	24274155
Software Module 4 Identifier Alpha Code	AB
System Code	0

No DTCs Stored

Transfer Case Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	1GCVKREC8GZ [REDACTED]
Diagnostic Data Identifier	0306
Software Part Number	84219970
Calibration Part Number	84220001
End Model Part Number	23285501
Base Model Part Number	23287057
Hardware Version	A1ÿÿÿ

No DTCs Stored

Electronic Brake Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	1GCVKREC8GZ [REDACTED]
Subscriber ID	PCFWSTN#41

Date Programmed	Monday, February 8, 2016
Diagnostic Data Identifier	2B03
XML Configuration Compatibility Identifier	261
XML Data File Part Number	23223279
XML Data File Alpha Code	DA
Previous Subscriber ID	XXXXXXXXXX
2nd Previous Subscriber ID	
Manufacturer Enable Counter	0
Manufacturer's Traceability Number	1116031S4G1V00HK
Module Diagnostic Address	28
End Model Part Number	23388971
Base Model Part Number	23388991
End Model Part Number Alpha Code	DA
Base Model Part Number Alpha Code	DA
Boot Software Part Number	23115283
Software Part Number Alpha Code	CA
Software Module 1 Identifier	23389011
Software Module 1 Identifier Alpha Code	DA
Software Module 2 Identifier	23389007
Software Module 2 Identifier Alpha Code	DA
Software Module 3 Identifier	23232445
Software Module 3 Identifier Alpha Code	CA
Software Module 4 Identifier	
Software Module 4 Identifier Alpha Code	
Software Module 5 Identifier	
Software Module 5 Identifier Alpha Code	
Software Module 6 Identifier	
Software Module 6 Identifier Alpha Code	
Software Module 7 Identifier	
Software Module 7 Identifier Alpha Code	
Software Module 8 Identifier	
Software Module 8 Identifier Alpha Code	
GMLAN Identification Data - Bus 1 Type	High Speed CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	300
GMLAN Identification Data - Data Dictionary 1 Version	80000
GMLAN Identification Data - Bus 2 Type	Chassis Expansion CAN Bus
GMLAN Identification Data - GMLAN Kernel 2 Version	300
GMLAN Identification Data - Data Dictionary 2 Version	80000
System Code	2B

No DTCs Stored

Power Steering Control Module

Identification Information	Value
System Identification	NEXTR0300
System Name or Engine Type	RACK-EPS

Subscriber ID	PCFWSTN#41
Date Programmed	Monday, February 8, 2016
Diagnostic Data Identifier	901
Manufacturer Enable Counter	0
Module Diagnostic Address	31
Manufacturer's Traceability Number	
Software Module 1 Identifier	23373707
Software Module 2 Identifier	23373715
Software Module 3 Identifier	23341135
End Model Part Number	23373708
Base Model Part Number	23335625
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier Alpha Code	AA
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	AA
Boot Software Part Number	23341132

No DTCs Stored

Steering Wheel Angle Sensor Module

Identification Information	Value
Diagnostic Data Identifier	501
Manufacturer's Traceability Number	2316021602101360
Module Diagnostic Address	34
End Model Part Number	13590209
End Model Part Number Alpha Code	CD
GMLAN Identification Data - Bus 1 Type	Chassis Expansion CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	300
GMLAN Identification Data - Data Dictionary 1 Version	50202

No DTCs Stored

Suspension Control Module

No Communication

Body Control Module

Identification Information	Value
End Model Part Number	13510531
Boot Software Part Number	13586286
Manufacturer Enable Counter	0
Calibration Part Number 1	13510534
Calibration Part Number 2	84029835
Calibration Part Number 3	84047905

Calibration Part Number 4	23220144
Calibration Part Number 5	84061275
Calibration Part Number 6	84041379
Calibration Part Number 7	84020126
Calibration Part Number 8	84029842
Calibration Part Number 9	23224169
Calibration Part Number 10	23224029
Calibration Part Number 11	84074330
Calibration Part Number 12	23268668
Calibration Part Number 13	13338869
Calibration Part Number 14	23193183
Calibration Part Number 15	13505711
Calibration Part Number 16	13505709
Calibration Part Number 17	13505710
Calibration Part Number 18	13505707
Calibration Part Number 19	13505708
Calibration Part Number 20	84029864
Diagnostic Data Identifier	403
Module Diagnostic Address	40
Vehicle Identification Number (VIN)	1GCVKREC8G2 [REDACTED]
Odometer	26067

No DTCs Stored

Inflatable Restraint Sensing and Diagnostic Module

Identification Information	Value
Vehicle Identification Number (VIN)	1GCVKREC8G2 [REDACTED]
End Model Part Number	13594402
Base Model Part Number	13590210
Manufacturer's Traceability Number	[REDACTED]
Inflatable Restraint Sensing and Diagnostic Module Primary Key	9730
Software Part Number	13518038
Calibration Part Number 1	84219730
Calibration Part Number 2	23207234
Diagnostic Data Identifier	0B11
Software Module 1 Identifier	0
Software Module 2 Identifier	0
High Voltage Disable Requested - Crash Event Detected	No
Transmitting Acceleration Sensor Reading on Bus	Enabled

No DTCs Stored

Passenger Presence Module

Identification Information	Value

End Model Part Number	23133681
Base Model Part Number	23133681
Manufacturer's Traceability Number	BR3681S35650VMK7
Software Part Number	23133762
Calibration Part Number 1	23133682

No DTCs Stored

Instrument Cluster

Identification Information	Value
Vehicle Identification Number (VIN)	1GCVKREC8GZ [REDACTED]
Odometer	26067
Subscriber ID	PCFWSTN#41
Previous Subscriber ID	yyyyyyyyyy
2nd Previous Subscriber ID	
Date Programmed	Monday, February 8, 2016
Diagnostic Data Identifier	1084
XML Configuration Compatibility Identifier	16
XML Data File Part Number	84022193
XML Data File Alpha Code	EZ
Manufacturer Enable Counter	0
Module Diagnostic Address	60
End Model Part Number	23391331
Base Model Part Number	22754627
Software Module 1 Identifier	23391329
Software Module 2 Identifier	
Software Module 3 Identifier	
Software Module 4 Identifier	
Software Module 5 Identifier	84022189
Software Module 6 Identifier	23429803
Software Module 7 Identifier	23429807
Software Module 8 Identifier	23429811
Software Module 9 Identifier	23429815
Software Module 10 Identifier	23429819
Software Module 12 Identifier	23391330
Software Module 13 Identifier	23429823
Software Module 14 Identifier	23429824
Software Module 15 Identifier	23349023
Software Module 16 Identifier	0
GMLAN Identification Data - Bus 1 Type	Low Speed CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	301
GMLAN Identification Data - Data Dictionary 1 Version	80407
System Code	10
Calibration Part Number 12	
Manufacturer's Traceability Number	3916027AH6334YV0
Steering Wheel Control Switches Part Number	23262276

Head-Up Display Part Number	

No DTCs Stored

Radio Controls

Identification Information	Value
Boot Software Part Number	23118301
Calibration Part Number 1	23118295
Calibration Part Number 2	
Calibration Part Number 3	
End Model Part Number	23383728
Base Model Part Number	23383728

No DTCs Stored

HVAC Controls

Identification Information	Value
Boot Software Part Number	22884779
Calibration Part Number 1	22884774
Calibration Part Number 2	
Calibration Part Number 3	
Diagnostic Data Identifier	FFFF
End Model Part Number	23486614
Base Model Part Number	23486614

No DTCs Stored

Radio

Identification Information	Value
End Model Part Number	23402909
Boot Software Part Number	287454020
Software Module 1 Identifier	23402911
Software Module 2 Identifier	23406046
Software Module 3 Identifier	23345988
Software Module 4 Identifier	84049771
Software Module 5 Identifier	23177599
Software Module 6 Identifier	23345468
Software Module 7 Identifier	23354437
Software Module 8 Identifier	23177621
Software Module 9 Identifier	23177622
Software Module 10 Identifier	23177634
Software Module 11 Identifier	23177638
Digital Radio Receiver ID	6GMXH3RC

DVD Region Code	
DVD Region Code Changes Remaining	
Manufacturer Enable Counter	0
VIN Digits 2-17	GCVKREC8GZ [REDACTED]
Diagnostic Data Identifier	B02
Manufacturer's Traceability Number	[REDACTED]

No DTCs Stored

Amplifier

No Communication

Media Disc Player

No Communication

Human Machine Interface Control Module

Identification Information	Value
End Model Part Number	84028495
Boot Software Part Number	84028483
Calibration Part Number 1	84028483
Calibration Part Number 2	23402916
Calibration Part Number 3	23458625
Calibration Part Number 4	23458626
Calibration Part Number 5	23458590
Calibration Part Number 6	23458627
Calibration Part Number 7	84056146
Calibration Part Number 8	23458606
Calibration Part Number 9	23458601
Calibration Part Number 10	23491692
Calibration Part Number 11	23458628
Calibration Part Number 12	0
Calibration Part Number 13	23199293
Calibration Part Number 14	23199237
Calibration Part Number 15	23199236
Calibration Part Number 16	0
Calibration Part Number 17	10000002
Calibration Part Number 18	16008010
Calibration Part Number 19	16008002
Control Module Production Date	24.01.2016
Software Freeze Date	17.09.2015
VIN Digits 2-17	GCVKREC8GZ [REDACTED]
Diagnostic Data Identifier	708
Manufacturer Enable Counter	0

Hardware Version	PP 2.00

No DTCs Stored

Telematics Communication Interface Control Module

Identification Information	Value
Bluetooth	Disabled
End Model Part Number	84023338
Firmware Over-the-Air Version	7868
GSM Network Code	28672
Manufacturer	LG
Manufacturer's Traceability Number	
Mobile Directory Number	3101702694798310
Mobile Identification Number	31010104917623F
Mobile Equipment Identifier	014269007705838
Module Generation Identifier	10
Off-Board Navigation	Enabled
OnStar Customer Identifier	112443714
Option Configuration	On
Preferred Roaming List Version Number	90F5A0D6
Remote Vehicle Speed Limiting	Active
Software Module 1 Identifier	354235
Software Module 1 Identifier Alpha Code	5B5
Integrated Circuit Card Identifier	8901170227104917620
Utility File Part Number	23406250

No DTCs Stored

HVAC Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	1GCVKREC8GZ
Date Programmed	Monday, February 8, 2016
Diagnostic Data Identifier	50A
End Model Part Number	13506229
Base Model Part Number	13506229
Software Module 1 Identifier	13506225
Software Module 2 Identifier	23179902
Software Module 3 Identifier	23179889

No DTCs Stored

Seat Memory Control Module - Driver

No Communication

Assist Step Control Module

No Communication

Parking Assist Control Module

No Communication

Gregg Staien

From: GMBRCPAC@gm.com
Sent: Tuesday, April 17, 2018 10:20 AM
To: greggs@tylers.com
Subject: PAC Repair Estimate Request for [REDACTED] 1GCVKREC8GZ [REDACTED]

Dear Gregg,,

Thank you for agreeing to assist us with the review of this Product Assistance Claims (PAC) case. Please provide me with a detailed repair estimate for the customer. The repair estimate should be created as a Dealer Repair Order (RO). This information will assist PAC with determining the most appropriate next steps regarding this customer's allegation. You will be reimbursed for your time as appropriate at your dealership's warranty rate.

Customer Name: [REDACTED]

Vehicle YMM: 2016 Chevrolet Silverado 1500

VIN: 1GCVKREC8GZ [REDACTED]

SR Number: [REDACTED]

Allegation: Brake failure caused vehicle accident.

The Repair Estimate must include:

Labor time estimate - must be estimated at warranty rate and expressed in hours

Dealer's mechanical warranty rate per hour \$102.25

Total labor estimate \$1738.00

Itemized parts and parts total with part numbers. Please verify parts availability.

Itemized charges for any sublet repair work (example: Towing)

VIN and current odometer reading

If you need anything from PAC, please contact 866-446-6963, extension 5911664. You can reply directly to this email with any attachments or fax to 866-592-1364. Please use the Service Request number for reference.

Thank you,
Chevrolet Product Assistance Claims
[SR [REDACTED]]

REVATTE
OK TO REPAIR



CARSTAR TYLER'S COLLISION CENTER

Workfile ID:

d17df92f

2550 South 11th Street, Niles, MI 49120
Phone: (269) 683-1510
FAX: (269) 683-1512

Preliminary Estimate

Customer: tylers south

Written By: Dennis Prenkert

Barke

Insured: [REDACTED]
Type of Loss:
Point of Impact: 02 Right Front Pillar (Right Side)

Policy #:
Date of Loss:

Claim #:
Days to Repair: 0

Owner:

Inspection Location:
CARSTAR TYLER'S COLLISION CENTER
2550 South 11th Street
Niles, MI 49120
Repair Facility
(269) 683-1510 Business

Insurance Company:
CUSTOMER PAY

VEHICLE

2016 CHEV Silverado 1500 LT2 Doublecab 143.5" WB 4WD 4D P/U 8-5.3L Gasoline Direct Injection Gray

VIN: 1GCVKRECGZ [REDACTED]	Interior Color: Gray/Black	Mileage In: 26,084	Vehicle Out:
License: [REDACTED]	Exterior Color: Gray	Mileage Out:	
State: [REDACTED]	Production Date: 2/2016	Condition:	Job #:

TRANSMISSION

Automatic Transmission
Overdrive
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors

DECOR

Dual Mirrors
Privacy Glass

CONVENIENCE

Air Conditioning
Tilt Wheel
Cruise Control
Keyless Entry
Message Center
Steering Wheel Touch Controls

RADIO

AM Radio
FM Radio
Stereo
Search/Seek
CD Player
Auxiliary Audio Connection

Satellite Radio

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Communications System
Hands Free Device
Xenon Headlamps
Positraction

SEATS

Reclining/Lounge Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps

TRUCK

Rear Step Bumper
Trailer Hitch
Trailer Package
Power Trunk/Gate Release

Get live updates at [REDACTED]

Preliminary Estimate

Customer: [REDACTED]

2016 CHEV Silverado 1500 LT2 Doublecab 143.5" WB 4WD 4D P/U 8-5.3L Gasoline Direct Injection Gray

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT DOOR					
2		Repl RT Nameplate "SILVERADO"	15129652	1	60.00	0.3	
3	*	Rpr RT Body side mldg double & crew cab body color				<u>0.6</u>	0.6
4		Add for Clear Coat					0.1
5	#	Repl clean & retape midg		1	6.00	0.6	
6		R&I RT Belt molding double & crew cab black				0.3	
7		R&I RT R&I mirror				0.3	
8		R&I RT Handle, outside body color				0.3	
9		R&I RT R&I trim panel				0.4	
10		R&I RT Run w/strip double & crew cab				0.3	
11	*	Rpr RT Outer panel double & crew cab				<u>6.0</u>	2.4
12		Overlap Minor Panel					-0.2
13		Add for Clear Coat					0.9
14	#	R&I aftermarket window vent shade				0.2	
15	#	Repl clean & retape vent shade		1	2.00	0.2	
16		REAR DOOR					
17		R&I RT Belt molding black				0.3	
18	*	R&I RT Body side mldg body color				<u>0.3</u>	
19	#	Repl clean & retape mldg		1	3.00	0.3	
20		R&I RT Handle, outside body color				0.3	
21		R&I RT Run w/strip				0.3	
22		R&I RT R&I trim panel				0.4	
23	+	Rpr RT Outer panel				<u>2.0</u>	2.3
24		Overlap Major Non-Adj. Panel					-0.2
25		Add for Clear Coat					0.4
26	#	R&I aftermarket window vent shade				0.2	
27	#	Repl clean & retape vent shade		1	2.00	0.2	
28		PICK UP BOX					
29		R&I RT Upper molding Chevrolet				0.3	
30	#	R&I aftermarket bed cover				0.6	
31		Repl RT Decal "4X4" Chevrolet	23269921	1	65.98	0.3	
32	*	R&I RT Protector front				<u>0.2</u>	
33		R&I RT Deflector Chevrolet				0.2	
34	*	Rpr RT Outer panel Chevrolet				<u>3.0</u>	3.3
35		Overlap Major Adj. Panel					-0.4
36		Add for Clear Coat					0.6
37		REAR LAMPS					
38		R&I RT Tail lamp assy w/o LED w/o High Desert pk				0.3	
39		REAR BUMPER					

Preliminary Estimate

Customer: [REDACTED]

2016 CHEV Silverado 1500 LT2 Doublecab 143.5" WB 4WD 4D P/U 8-5.3L Gasoline Direct Injection Gray

40		R&I	R&I bumper assy			2.4
			Note: LABOR: Time includes R&R/R&I step pad. Time is for procedure as outlined in the OEM service manual. Time includes unbolt, raise and support box assembly.			
41	#		***** ADD-ONS *****	1		
42	**	Subl	A/M Hazardous waste removal	1	3.00 X	
43	#	Repl	Cover car	1	2.00	0.2
44	#	Repl	Corrosion protection	1	6.00	0.5
SUBTOTALS					149.98	21.8
						9.8

ESTIMATE TOTALS

Category	Basis			Rate	Cost \$
Parts					146.98
Body Labor	21.8 hrs	@		\$ 55.00 /hr	1,199.00
Paint Labor	9.8 hrs	@		\$ 55.00 /hr	539.00
Paint Supplies	9.8 hrs	@		\$ 35.00 /hr	343.00
Miscellaneous					3.00
Subtotal					2,230.98
Sales Tax	\$ 489.98	@		6.0000 %	29.40
Grand Total					2,260.38
Deductible					0.00
CUSTOMER PAY					0.00
INSURANCE PAY					2,260.38

MyPriceLink Estimate ID: 415941000477818880

CARSTAR TYLER'S COLLISION CENTER

2550 South 11th Street, Niles, MI 49120

Phone: (269) 683-1510, Fax: (269) 683-1512

Image Report

Owner:		Insurance:	CUSTOMER PAY	Estimator:	Dennis Prekert	Vehicle Out:
RO Number:		Claim Number:				
Year:	2016	Color:	Gray	License Plate:		Production Date: 2/2016
Make:	CHEV	Body Style:	4D P/U	State:		Mileage In: 26,084
Model:	Silverado 1500 LT...	Engine:	8-5.3L Gasoline ...	VIN:	1GCVKREC8G2	Condition:



4/18/2018 E01

Comments:



4/18/2018 E01

Comments:



4/18/2018 E01

Comments:



4/18/2018 E01

Comments:



4/18/2018 E01

Comments:



4/18/2018 E01

Comments:

CARSTAR TYLER'S COLLISION CENTER

2550 South 11th Street, Niles, MI 49120

Phone: (269) 683-1510, Fax: (269) 683-1512

Image Report

Owner:		Insurance:	CUSTOMER PAY	Estimator:	Dennis Prekert	Vehicle Out:
RO Number:		Claim Number:				
Year:	2016	Color:	Gray	License Plate:		Production Date: 2/2016
Make:	CHEV	Body Style:	4D P/U	State:		Mileage In: 26,084
Model:	Silverado 1500 LT...	Engine:	8-5.3L Gasoline ...	VIN:	1GCVKREC8G...	Condition:



4/18/2018 E01
Comments:



4/18/2018 E01
Comments:



4/18/2018 E01
Comments:



4/18/2018 E01
Comments:



4/18/2018 E01
Comments:



4/18/2018 E01
Comments:

CARSTAR TYLER'S COLLISION CENTER

2550 South 11th Street, Niles, MI 49120

Phone: (269) 683-1510, Fax: (269) 683-1512

Image Report

Owner:		Insurance:	CUSTOMER PAY	Estimator:	Dennis Prekert	Vehicle Out:
RO Number:		Claim Number:				
Year:	2016	Color:	Gray	License Plate:		Production Date: 2/2016
Make:	CHEV	Body Style:	4D P/U	State:	MI	Mileage In: 26,084
Model:	Silverado 1500 LT...	Engine:	8-5.3L Gasoline ...	VIN:	1GCVKREC8G	Condition:



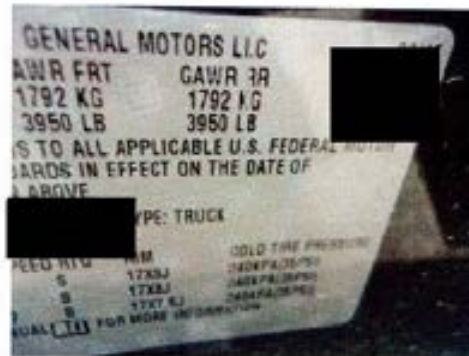
4/18/2018 E01
Comments:



4/18/2018 E01
Comments:



4/18/2018 E01
Comments:



4/18/2018 E01
Comments:



4/18/2018 E01
Comments:



4/18/2018 E01
Comments:

CARSTAR TYLER'S COLLISION CENTER

2550 South 11th Street, Niles, MI 49120

Phone: (269) 683-1510, Fax: (269) 683-1512

Image Report

Owner:		Insurance:	CUSTOMER PAY	Estimator:	Dennis Prekert	Vehicle Out:
RO Number:		Claim Number:				
Year:	2016	Color:	Gray	License Plate:		Production Date: 2/2016
Make:	CHEV	Body Style:	4D P/U	State:	MI	Mileage In: 26,084
Model:	Silverado 1500 LT...	Engine:	8-5.3L Gasoline ...	VIN:	1GCVKREC8GZ	Condition:



4/18/2018 E01
Comments:



4/18/2018 E01
Comments:



Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION



This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID:
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 113

Service Agent: TYLER AUTOMOTIVE

Contact Name:

Phone Number:

Fax Number:

Contact Email Address:

Job Card*:

Job Card Date: 04/19/2018

Reference Number:

VIN: 1GCVKREC8GZ [Investigate Vehicle History](#)

Odometer: 26084

Transaction Flag: ☐ Customer Enthusiasm - Non Warrantable Repair
☐ Special Coverage
☐ Policy
☐ None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description*: Other-Field Action/Tech Bulletin

Correction Description*: Repair Vehicle

Labour Operation*:

Labour Time: Supp Time: OLH Time:

Labour Rate: Select labour rate

Labour Total:

Parts Total: 132.28

Part Numbers:

Net Item Type	Amount
Sublet	2,098.24
<Make Selection>	

Net Item Total: 2,098.24

Tax:

Deductible:

Total Before Taxes: 2,230.52

Auth Code:

☒ Accept ☐ Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Wed Oct 31 14:28:56 EDT 2018	Please include your Pre Auth ID when you submit your claim.

Reassign Comments: Created By Comment From Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name
< >			

Browse...

ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GCVKREC8GZ [REDACTED]	[REDACTED]	2018-10-31
< >		

CANCEL

SAVE

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Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION



This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 113390

Service Agent: TYLER AUTOMOTIVE

Contact Name:

Phone Number:

Fax Number:

Contact Email Address:

Job Card*:

Job Card Date: 04/19/2018

Reference Number:

VIN: 1GCVKREC8GZ [Investigate Vehicle History](#)

Odometer: 26084

Transaction Flag: ☐ Customer Enthusiasm - Non Warrantable Repair
☐ Special Coverage
☐ Policy
☐ None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description*: Other-Field Action/Tech Bulletin

Correction Description*: PAC Rental

Labour Operation*:

Labour Time: Supp Time: OLH Time:

Labour Rate: Select labour rate

Labour Total:

Parts Total:

Part Numbers:

Net Item Type	Amount
Car Rental / Hire	1,292
<Make Selection>	

Net Item Total: 1,292.00

Tax:

Deductible:

Total Before Taxes: 1,292.00

Auth Code:

☒ Accept ☐ Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Wed Oct 31 15:25:34 EDT 2018	Please include your Pre Auth ID when you submit your claim.

Reassign Comments: Created By Comment From Assigned To

Attachments:

No rows were found.

No items were found.			
	Attachment Id	Attachment Name	User Name
< >			

Browse...

ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GCVKREC8GZ		2018-10-31
1GCVKREC8GZ		2018-10-31

CANCEL

SAVE

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TYLER AUTOMOTIVE

Chevy & Kia

866-446-6963
x 5911667

*in Review
10-23-18
850 AM*

1810 M-51 South
Niles, MI. 49120
Phone: 269-683-1710
Fax: 269-683-9557
1-800-548-0744
www.gotylers.com

1239 PM

418 AM

Date:

~~10-3-18~~ ~~10-12-18~~ *10-24-18*

Time:

~~1140 AM~~

To:

Annette Jackson

Co:

Fax Number:

8106-592-1364

From:

Page 1 of

97

(including cover sheet)

MESSAGE:

Here are the Copies requested

Thank you

Please Call Jackie when you receive this

Let us know is this correct

TYLER AUTOMOTIVE GM-KIA-HUMMER
1810 M-51 SOUTH
NILES, MI 49120
PH: (269)683-1710 FAX: (269) 683-9557
WWW.TYLERS.COM RPR FAC#F143200

BAR

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1GCVKREC8G7		26082	26082	04/03/18 16:34	06/26/18	
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2016 CHEVROLET SILVERADO (TUNGSTEN M)					PARTIAL-COMPLETE-W	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
			02/08/16	01/30/17	01/30/17	5137
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT
				GREGG STAIEN (522)		

ALL PARTS ARE NEW UNLESS OTHERWISE STATE

CERTIFICATION

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH THE
MICHIGAN AUTO REPAIR ACT (P.A. 300) COMPANY AUTHORIZED REPRESENTATIVE
BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED
TO INSPECT PARTS. PARTS DESIGNATED WITH AN * INDICATE A LIMITED
LIFETIME SERV GUARANTEE-CUST PAY ONLY

AT TYLER IT IS OUR CONTINUING GOAL TO
GAIN YOUR COMPLETE SATISFACTION!

*** IF YOU RECEIVE A FACTORY SURVEY REGARDING YOUR VISIT PLEASE
TAKE THE TIME TO FILL IT OUT AND RETURN IT *** !!THANK YOU!!!

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount	Cost
A			A56	0.00	Warranty	\$0.00	
Concern	Customer states repair body damage due to brake failure repaired on repair order 77515						
Cause	damage to to brake failure						
Correction	repaired by body shop sublet						
Sublet Code		Vendor Name		PO# / Description		Cost	
NIC		ENTERPRISE		PO# 22672		\$1,396.91	\$1,396.91
		TYLERS INC		PO# 23107		\$2,260.38	\$2,260.38
Sublet Total...						\$3,657.29	\$3,657.29
Total Hours:				0.00	Line Total...	\$3,657.29	\$3,657.29
B +	MRENT		A56	0.00	Warranty	\$0.00	
Concern	provided customer with courtesy rental						
Cause	customer service						
Correction	provided customer rental@ \$38.00 day						
Total Hours:				0.00	Line Total...	\$0.00	\$0.00

Technician Summary

ID	Technician	License	Lines
A56	Dale Patzkowsky		

		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		1GCVKREC8GZ		26082	26082	04/03/18 16:34	06/26/18	
		VEHICLE DESCRIPTION		TAG NO.		STATUS		
		2016 CHEVROLET SILVERADO (TUNGSTEN M)				PARTIAL-COMPLETE-W		
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
			02/08/16	01/30/17	01/30/17	5137	No Charge	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
				GREGG STAIEN (522)				

Non-Customer Totals

	Acct	Amount	Cost
W - Sublets	466	\$3,657.29	\$3,657.29
TOTAL WARRANTY	263	\$3,657.29	

Customer Totals

	Acct	Amount	Cost
Total Amount Due		\$0.00	
TOTAL CUSTOMER		No Charge	

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)



1125 MARION ST
NILES, MI 49120-3441

Rental Agreement #:

Bill Ref #:

Invoice Date:

Account #:

1VS34V

8500-2463-5902

Not Yet Billed

BILLING DETAIL

Description	Qty/Per	Rate	Amount
TIME & DISTANCE	30 DAY	38.00	1,140.00
Subtotal			1,140.00
VEHICLE LICENSE COST RECOVERY FEE	30 DAY	0.76	22.80
MICHIGAN SALES TAX	PCT	6.00	69.77

Amount Due (USD)**1,232.57**

Individual line item charges such as rental rates for Time and Distance, percentage-based charges (e.g., sales taxes and fees or surcharges), and charges divided between multiple parties may be rounded up or down a whole cent to ensure that the charges equal the actual total Amount Due in order to avoid fractional cents.

BILL TO

TYLER KIA GM
ATTN: DON HORNER
1810 S. 11TH
NILES, MI - 49120

RENTAL INFORMATION

Date/Time Out
04/03/2018 04:44 PM

Date/Time In
05/03/2018 04:37 PM

Renter

RENTAL VEHICLES

Color	License	Model	Unit	Miles/Kms Out In
BEIGE		F15C	7P4C1W	37,130 37,350
VIN: 1FTEW1E87HKD				

CLAIM INFORMATION

Claim# / PO# / RO#

Insured

Date of Loss

Type of Loss

Type of Vehicle
CHEVROLETRepair Shop
TYLER KIA GM**For Billing Inquiries / Payment Terms :**

Tel#: +1 2696830200

INDARADMIN@CHI.COM

Payment Due within 30 days of invoice date

Late payments are subject to a finance charge.

Thank You For Choosing Enterprise

Please Return This Portion With Remittance

Remit To :

ENTERPRISE RENT-A-CAR
7111 W WASHINGTON ST
INDIANAPOLIS, IN 46241-2811

Amount Due (USD)

1232.57

Paid By:

TYLER HUMMER/CADILLAC
1810 S. 11TH
NILES, MI 49120

Fed Tax Id: 35-1418834

Account #

Rental Agreement

Amount

GPBR

1VS34V

1232.57

0820



1125 MARION ST
NILES, MI 49120-3441

Rental Agreement #: 256W4L
Bill Ref #: 8500-2471-2459
Invoice Date: 05/08/2018
Account #:

BILLING DETAIL

Description	Qty/Per	Rate	Amount
TIME & DISTANCE	4 DAY	38.00	152.00
Subtotal			152.00
VEHICLE LICENSE COST RECOVERY FEE	4 DAY	0.76	3.04
MICHIGAN SALES TAX	PCT	6.00	9.30

Amount Due (USD) 164.34

Individual line item charges such as rental rates for Time and Distance, percentage-based charges (e.g. sales taxes and fees or surcharges), and charges divided between multiple parties may be rounded up or down a whole cent to ensure that the charges equal the actual Total Amount Due and/or to avoid fractional cents.

BILL TO

TYLER KIA GM
ATTN: UNKNOWN
1810 S. 11TH
NILES, MI - 49120

RENTAL INFORMATION

Date/Time Out
05/03/2018 05:45 PM

Date/Time In
05/07/2018 04:07 PM

Renter

RENTAL VEHICLES

Color	License	Model	Unit	Miles/Kms Out In
GRAY DK		ALT1	7K3Q2R	96,655 96,685
VIN: 1N4AL3AP8FN				
SILVER		B15C	7PR87N	4,500 4,700
VIN: 1C6RR6TT4HS				

CLAIM INFORMATION

Claim# / PO# / RO#

Insured

Date of Loss

Type of Loss

Type of Vehicle
CHEVROLET

Repair Shop
TYLER KIA GM

For Billing Inquiries / Payment Terms :

Tel#:+1 2698830200

INDARADMIN@EHI.COM

Payment Due within 30 days of invoice date

Late payments are subject to a finance charge.

Thank You For Choosing Enterprise

Please Return This Portion With Remittance

Amount Due (USD)

164.34

Remit To :

ENTERPRISE RENT-A-CAR
7111 W WASHINGTON ST
INDIANAPOLIS, IN 46241-2811

Paid By:

TYLER HUMMER/CADILLAC
1810 S. 11TH
NILES, MI 49120

Fed Tax Id: 35-1416634

Account #

Rental Agreement
256W4L

Amount
164.34

GPBR
0920

TYLER AUTOMOTIVE COLLISION CENTER
 2550 SOUTH 11TH STREET
 NILES, MI 49120 RPR FAC# F150485
 PH: (269)683-1510 FAX: (269)683-1512
 WWW.TYLERS.COM

SOU

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1GCVKREC8GZ		26084	26084	04/19/18 10:18	05/04/18	
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2016 CHEVROLET SILVERADO (BLACK MET)					COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENT	
				GLEN DITZ (823)		

ALL PARTS ARE NEW UNLESS OTHERWISE STATE
 CERTIFICATION
 ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH THE
 MICHIGAN AUTO REPAIR ACT (P.A.300) COMPANY AUTHORIZED REPRESENTATIVE

AT TYLERS IT IS OUR CONTINUING GOAL TO
 GAIN YOUR COMPLETE SATISFACTION!
 *** IF YOU RECEIVE A FACTORY SURVEY REGARDING YOUR VISIT PLEASE
 TAKE THE TIME TO FILL IT OUT AND RETURN IT *** !!!THANK YOU!!!

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount	Cost
A	BPE		B01	21.30	Customer	\$1,192.32	
Concern	BODY REPAIRS PER ESTIMATE						
Part Number		Description	Qty	Unit Price	Ext. Price	Cost	
NPN-15129652		PLATE/GM	1	\$63.00	\$63.00	\$45.00	
NPN-23269921		DECAL/GM	1	\$69.28	\$69.28	\$49.49	
Parts Total...					\$132.28	\$94.49	
Total Hours: 21.30				Line Total...	\$1,324.60	\$94.49	
B	PPE		B99	10.30	Customer	\$539.00	
Concern	PAINT PER ESTIMATE						
Misc. Code		Description	Qty	Unit Price	Ext. Price	Cost	
PM		PAINT & MATERIALS	1.0	\$343.00	\$343.00	\$205.80	
EPC		ENV PAINT FEE	1.0	\$3.00	\$3.00	\$0.00	
CLIPS		CAR COVER	1.0	\$2.00	\$2.00	\$0.00	
CLIPS		CORROSION PROTECTION	1.0	\$6.00	\$6.00	\$0.00	
CLIPS		CLEAN/RETAPE MLDGS	1.0	\$13.00	\$13.00	\$0.00	
Misc Total...					\$367.00	\$205.80	
Total Hours: 10.30				Line Total...	\$906.00	\$205.80	

Technician Summary

ID	Technician	License	Lines
B99	Adam Riggback		B
B01	Guy Simon		A

[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.	
		1GCVKREC8GZ [REDACTED]		26084	26084	04/19/18 10:18	05/04/18	[REDACTED]	
		VEHICLE DESCRIPTION		TAG NO.		STATUS			
2016 CHEVROLET SILVERADO (BLACK MET)							COMPLETE		
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS		
[REDACTED]	[REDACTED]						Charge		
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT		
[REDACTED]				GLEN DITZ (823)					

Non-Customer Totals

Acct. Amount Cost

Customer Totals

	Acct.	Amount	Cost
Parts	477	\$132.28	\$94.49
Sales Tax	324	\$29.78	
Labor	470	\$1,731.32	\$589.40
Misc. Chg	479	\$343.00	\$205.80
Misc. Chg	061E	\$24.00	
Total Amount Due		\$2,260.38	
TOTAL CHARGE	220	\$2,260.38	

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

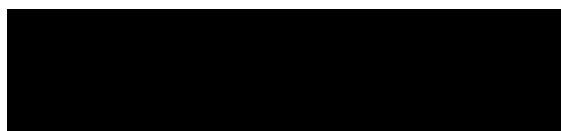
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

PE18-012

GM

3-27-2019

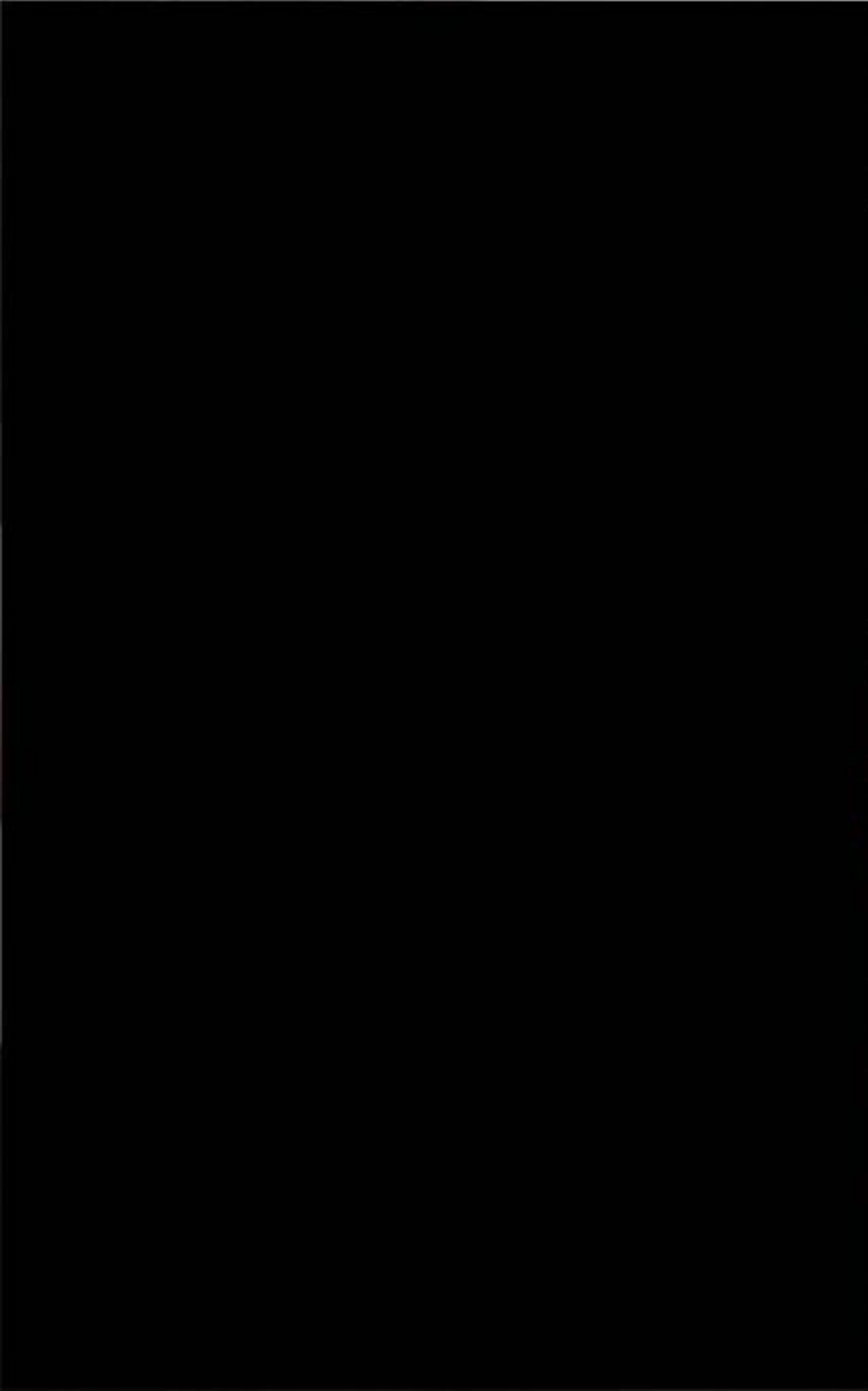
Q3







LTZ









Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION



This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID:
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 112

Service Agent: CHAMPION CHEVROLET

Contact Name: Charles Roscoe

Phone Number: 7757863111

Fax Number:

Contact Email Address: croscoe@championchev.com

Job Card*:

Job Card Date: 06/01/2018

Reference Number:

VIN: 3GCUKSEC4G [Investigate Vehicle History](#)

Odometer: 29714

Transaction Flag: ☐ Customer Enthusiasm - Non Warrantable Repair
☐ Special Coverage
☐ Policy
☐ None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin

Description*: Other-Field Action/Tech Bulletin

Correction Description*: Repair Vehicle

Labour Operation*:

Labour Time: Supp Time: OLH Time:

Labour Rate: Select labour rate

Labour Total:

Parts Total:

Part Numbers:

Net Item Type	Amount		
Car Rental / Hire	558.65		
Sublet	7,429.21		
<Make Selection>			

Net Item Total: 7,987.86

Tax:

Deductible:

Total Before Taxes: 7,987.86

Auth Code:

☒ Accept ☐ Reject

Comment*:

Created By	Create Date/Time	Comment
Maureen Nancarrow	Mon Jun 04 08:47:10 EDT 2018	Please include your Pre Auth ID when you submit your claim.

Reassign Comments:	Created By	Comment	From	Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name
<			>

Browse...

ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
3GCUKSEC4GG [REDACTED]	[REDACTED]	2018-06-04
<		>

CANCEL

SAVE

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Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION



This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID
Original Author: Maureen Nancarrow
New Author: Maureen Nancarrow

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 112

Service Agent: CHAMPION CHEVROLET

Contact Name: Charles Roscoe

Phone Number: 7757863111

Fax Number:

Contact Email Address: croscoe@championchev.com

Job Card*:

Job Card Date: 06/01/2018

Reference Number:

VIN: 3GCUKSEC4G [Investigate Vehicle History](#)

Odometer: 29714

Transaction Flag: ☐ Customer Enthusiasm - Non Warrantable Repair
☐ Special Coverage
☐ Policy
☐ None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No Customer complaint-Other issues

Cause Code*: 9090 , Other - Field Action / Tech Bulletin ▼

Description*: Other-Field Action/Tech Bulletin ^

Correction Description*: Inspection Only ^

Labour Operation*: 

Labour Time: 2 Supp Time: 0 OLH Time: 0

Labour Rate: 187.36 Common GM Division - Mechanical ▼

Labour Total: 374.72

Parts Total: 0

Part Numbers: ^

Net Item Type	Amount
<Make Selection> ▼	  

Net Item Total: 0.00

Tax: 0

Deductible: 0

Total Before Taxes: 374.72

Auth Code:

☒ Accept ☐ Reject

Comment*: ^

Created By	Create Date/Time	Comment
Maureen Nancarrow	Mon Jun 04 08:56:58 EDT 2018	Please include your Pre Auth ID when you submit your claim.

Reassign Comments: Created By Comment From Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name
< >			

Browse...

ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
3GCUKSEC4GG [REDACTED]	[REDACTED]	2018-06-04
3GCUKSEC4GG [REDACTED]	[REDACTED]	2018-06-04
< >		

CANCEL

SAVE

CHAMPION CHEVROLET

ACCOUNTING

P.O. BOX 7277
500 KESTAKE LANE
RENO, NEVADA 89502-2016
775-796-3111

FOR YOUR CONVENIENCE OUR SERVICE DESK IS OPEN:
MONDAY THRU FRIDAY 9 A.M. TO 5:30 P.M.
NOT VENTILATED RELEASED AFTER SERVICE HOURS.
OUR CHARGES INCLUDE MONDAY THRU FRIDAY 9:00 A.M. TO 5:00 P.M.
AND TUESDAY THROUGH FRIDAY 9:00 A.M. TO 5:00 P.M.
AND TUESDAY THROUGH FRIDAY 9:00 A.M. TO 5:00 P.M.

DUPLICATE 3
PAGE 2

** PRE-INVOICE **

SERVICE ADVISOR: 501 MITCHELL QUIRING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	16	CHEVROLET SIL 1500 4	3GCUKSKC4G		29713/29713	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR16 DD			30MAY18			CASH	01JUN18

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK [REDACTED] OLR:06257
11:31 30APR18	07:57 01JUN18	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
SUBL ENTERPRISE RAC											

PO#29631					
	W94	55865	55865	558.65	558.65

C** INSPECTION TIME

CAUSE: INSPECTION

RPE INSPECTION TIME FOR PAC

514	W14	2.00	2.00	0	37472	374.72	374.72

0	0 TPARTS
0	37472 TLABOR

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
47200	399077	34740		48000	331866	175629	
47600	73365	73365	29631	6105	31950	31950	
26300	836258	*****					

COST, SALE, & COMP TOTALS	315684	836258	0

ORIGINAL ESTIMATE		AUTHORIZED ADDITIONS		NOTICE TO CONSUMER		DESCRIPTION		TOTALS	
\$		\$							
CHAMPION CHEVROLET RENO NEVADA 89502-2016				I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as furnished and/or receipt of vehicle.		LABOR AMOUNT		0.00	
						PARTS AMOUNT		0.00	
						GAS OIL LUBE		0.00	
						SUBLET AMOUNT		0.00	
						MISC. CHARGES		0.00	
						TOTAL CHARGES		0.00	
						LESS INSURANCE		0.00	
						SALES TAX		0.00	
A labor charge equivalent to 10% of the labor charge is levied for supplies used in your vehicle. Maximum charge is \$20.00. Applicable supply items are: Hubs, Brakes, suspension, fuel, pins, aerospay, brake, solvent, rags, customer cleaner, fluids, oil, battery service, wds, window service, etc.				CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT		0.00	
THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED TO YOUR COMPLETE SATISFACTION. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.									

Important Tire Safety Information

Periodically inspect the tires on your vehicle for any Damage or Uneven Wear, and That the tires are properly inflated to the tire manufacturer's specification.

ACCOUNTING COPY

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CUSTOMER #

CHAMPION CHEVROLET

ACCOUNTING

DUPLICATE 3
PAGE 1

** PRE-INVOICE **

SERVICE ADVISOR: 501 MITCHELL QUIRING

P.O. BOX 7277
800 KETZIE LANE
RENO, NEVADA 89502-2018
775-786-3111FOR YOUR CONVENIENCE OUR SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:00AM TO 5:30 PM
NO WORKS RELEASED AFTER SERVICE HOURS
OUR CASHIER HOURS MONDAY THRU FRIDAY 8:00AM TO 5:30 PM
METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:
MASTERCARD VISA AMERICAN EXPRESS DISCOVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREY	16	CHEVROLET SIL 1500 4	3GCUKSEC4G0		29713/29713		
DEL. DATE	PROG. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR16 DO			30MAY18			CASH	01JUN18
R.O. OPENED	BOOKED	OPTIONS:	SOLD-STR:	DLR:06257			

11:31 30APR18 07:57 01JUN18

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A REPAIR PER ESTIMATE W94 REPAIR, DAMAGED TO REAR BUMPER, REAR BUMPER

BRACKETS, REAR BED SILL AND TAILGATE

0622226 P.A.C. AUTHORIZED REPAIRS / RENTAL FEE

538	W14	19.30	19.30	34740	361605		3616.05	3616.05
2	84153946	SENSOR PKG		19828	37466	0	187.33	187.33
1	23418940	GATE		42626	80546	0	805.46	805.46
1	22786435	EMBLEM		3772	7128	0	71.28	71.28
1	15129652	PLATE		3600	6803	0	68.03	68.03
1	22980987	PLATE		750	1417	0	14.17	14.17
1	22763062	MOLDING		5574	10533	0	105.33	105.33
1	23112252	BAR		54335	102671	0	1026.71	1026.71
1	23108149	BRACE		4011	7579	0	75.79	75.79
1	23108148	BRACE		4011	7579	0	75.79	75.79
1	23108155	BRACKET		4072	7694	0	76.94	76.94
1	23108154	BRACKET		4072	7694	0	76.94	76.94
1	23108158	PAD		14851	28062	0	280.62	280.62
1	23108153	INSERT		3504	6621	0	66.21	66.21
1	23108152	INSERT		3504	6621	0	66.21	66.21
1	23108151	PAD		2400	4535	0	45.35	45.35
1	23108150	PAD		2400	4535	0	45.35	45.35
1	23276807	BRACKET		975	1842	0	18.42	18.42
1	23251665	LAMP		1344	2540	0	25.40	25.40
				175629	331866	TPARTS		
				34740	361605	TLABOR		

SUBL CUSTOM TRUCK

PO#29631

W14 17500 17500 175.00 175.00

MISC PAINT & SUPPLISS

W14 31950 31950 319.50 319.50

B** RENTAL

RENT RENTAL

514 W14 0.00 0.00 0 0 0 0.00 0.00

0 0 TPARTS
0 0 TLABOR

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	NOTICE TO CONSUMER	DESCRIPTION	TOTALS
\$	\$	PLEASE READ IMPORTANT INFORMATION ON BACK.	LABOR AMOUNT	
		I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

CHAMPION CHEVROLET RENO NEVADA 89502-2018

SHOP SUPPLIES

A labor charge equivalent to 50% of the labor charge is included for supplies used on your vehicle. Maximum charge is \$20.00. Applicable supply items are: fluids, belts, wipers, lights, pins, sensors, shocks, struts, rags, car/washer system, tools, cables, battery cables, wire, window washers, etc.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED TO YOUR COMPLETE SATISFACTION. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.

Important Tire Safety Information!

Periodically inspect the tires on your vehicle for any Damage or Uneven Wear, and that the tires are properly inflated to the tire manufacturer's specification.

ACCOUNTING COPY

**CHAMPION CHEVROLET COLLISION
CENTER**

2100 AUTOMOTIVE WAY, RENO, NV 89502
Phone: (775) 786-8013
FAX: (775) 786-0109

Workfile ID: 17413975
Federal ID: 88-0099795

Preliminary Supplement 1 with Summary

Customer: [REDACTED]

Job Number:

Written By: MITCH QUIRING

Insured: [REDACTED]

Policy #:

Claim #:

Type of Loss:

Date of Loss:

Days to Repair: 0

Point of Impact:

Owner:

Inspection Location:

Insurance Company:

CHAMPION CHEVROLET COLLISION
CENTER
2100 AUTOMOTIVE WAY
RENO, NV 89502
Repair Facility
(775) 786-8013 Business

VEHICLE

2016 CHEV Silverado 1500 LTZ Crew Cab 153" WB 4WD 4D LONG B-5.3L Gasoline Direct Injection BROWN

VIN: JGCUKSE40G [REDACTED]

Interior Color:

BLACK

Mileage In: 29,713

Vehicle Out:

License:

Exterior Color:

BROWN

Mileage Out:

State:

Production Date: 3/2016

Condition:

Job #:

TRANSMISSION

Automatic Transmission
Overdrive
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Memory Package

DECOR

Dual Mirrors
Body Side Moldings
Privacy Glass

CONVENIENCE

Air Conditioning
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Telescopic Wheel
Climate Control
Backup Camera w/Parking Sensors
Remote Starter
Home Link

RADIO

AM Radio
FM Radio
Stereo

Search/Seek

CD Player
Auxiliary Audio Connection
Satellite Radio

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Communications System
Hands Free Device
Xenon Headlamps
Positraction

SEATS

Reclining/Lounge Seats
Leather Seats
Heated Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps
Signal Integrated Mirrors

TRUCK

Rear Step Bumper
Power Rear Window
Trailer Hitch
Trailer Package
Power Trunk/Gate Release

Preliminary Supplement 1 with Summary

Customer: [REDACTED]

Job Number:

2016 CHEV Silverado 1500 LTZ Crew Cab 153" WB 4WD 4D LONG 8-5.3L Gasoline Direct Injection BROWN

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		ELECTRICAL					
2	*	S01 Repl Park sensor rear	SEE FOOTNOTE	2	375.66		
3	#	S01 Repl PARK SENSOR BRACKET		1	18.42	Ind.	0.3
4		PICK UP BOX					
5	*	S01 Repl Tail gate w/gate assist	23418940	1	805.46	1.4	3.3
6		Add for Clear Coat					1.3
7	*	S01 Repl Emblem "BOWTIE"	22786435	1	21.28	0.2	
8	*	S01 Repl Nameplate "SILVERADO"	15129652	1	68.03	0.3	
9	*	S01 Repl Nameplate "LTZ"	22980987	1	14.17	0.2	
10	*	S01 Repl Upper molding	22763052	1	105.33	0.3	
11	*	Rpr Rear cross sill				3.0	0.8
12		REAR BUMPER					
13	*	S01 Repl Rear bumper primed w/park assist	23112252	1	1,026.71	3.5	2.0
		Note: LABOR: Time includes R&R rear bumper, bumper brace, bumper bracket, step pad, park sensors, park sensor brackets, inserts, license lamps and harness. Time includes unbolt, raise and support box assembly.					
14		Add for Clear Coat					0.8
15		Add for park sensor				0.7	
16	*	S01 Repl RT Bumper brace	23108149	1	75.29	Ind.	
17	*	S01 Repl LT Bumper brace	23108148	1	75.29	Ind.	
18	*	S01 Repl RT Bumper bracket	23108155	1	76.94	Ind.	
19	*	S01 Repl LT Bumper bracket	23108154	1	76.94	Ind.	
20	*	S01 Repl Step pad	23108158	1	280.62	Ind.	
21	*	S01 Repl RT Insert	23108153	1	66.21	Ind.	
22	*	S01 Repl LT Insert	23108152	1	66.21	Ind.	
23	*	S01 Repl RT Insert pad	23108151	1	45.35		
24	*	S01 Repl LT Insert pad	23108150	1	45.35		
25	#	S01 Repl RT LICENSE PLATE LAMP		1	25.40	Ind.	
26		MISCELLANEOUS OPERATIONS					
27	#	Rpr TINT COLOR					0.5
28	#	S01 Repl COVER CAR		1		0.2	
29	#	S01 Repl CORROSION PROTECTION		1		0.5	
30	#	S01 Subl TAILGATE SPARK IN BED-LINER		1	175.00 X		
31	#	S01 Subl RENTAL		1	558.65 X		
SUBTOTALS					4,052.31	10.3	9.0

Customer: [REDACTED]

Preliminary Supplement 1 with Summary

2016 CHEV Silverado 1500 LTZ Crew Cab 153" WB 4WD 4D LONG 8-5.3L Gasoline Direct Injection BROWN

Job Number:

SUPPLEMENT SUMMARY

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
Changed Items							
1 *		Repl Park sensor rear					
2 *	S01	Repl Park sensor rear	SEE FOOTNOTE	2	-330.46		
3		Repl Tail gate w/gate assist	SEE FOOTNOTE	2	324.66		
5 *	S01	Repl Tail gate w/gate assist	23418940	1	-710.43	-1.4	-3.3
5		Repl Emblem "BOWTIE"	23418940	1	805.86	1.4	3.3
7 *	S01	Repl Emblem "BOWTIE"	22786435	1	-62.87	-0.2	
6		Repl Nameplate "SILVERADO"	22786435	1	71.28	0.2	
8 *	S01	Repl Nameplate "SILVERADO"	15129652	1	-60.00	-0.3	
7		Repl Nameplate "LTZ"	15129652	1	68.03	0.3	
9 *	S01	Repl Nameplate "LTZ"	22980987	1	-12.50	-0.2	
8		Repl Upper molding	22980987	1	14.12	0.2	
10 *	S01	Repl Upper molding	22763062	1	-92.90	-0.3	
11		Repl Rear bumper primed w/park assist	22763062	1	105.33	0.3	
			23112252	1	-905.58	-3.5	-2.0
NOTE: LABOR: Time includes R&R rear bumper, bumper brace, bumper bracket, step pad, park sensors, park sensor brackets, inserts, license lamps and harness. Time includes unbolting, raise and support box assembly.							
13 *	S01	Repl Rear bumper primed w/park assist	23112252	1	1,026.71	3.5	2.0
NOTE: LABOR: Time includes R&R rear bumper, bumper brace, bumper bracket, step pad, park sensors, park sensor brackets, inserts, license lamps and harness. Time includes unbolting, raise and support box assembly.							
14		Repl RT Bumper brace	23108149	1	-66.85	Incl.	
16 *	S01	Repl RT Bumper brace	23108149	1	75.79	Incl.	
15		Repl LT Bumper brace	23108148	1	-66.85	Incl.	
17 *	S01	Repl LT Bumper brace	23108148	1	75.79	Incl.	
16		Repl RT Bumper bracket	23108155	1	-67.87	Incl.	
16		Repl RT Bumper bracket	23108155	1	76.94	Incl.	
17		Repl LT Bumper bracket	23108154	1	-67.87	Incl.	
19 *	S01	Repl LT Bumper bracket	23108154	1	76.94	Incl.	
18		Repl Step pad	23108158	1	-247.52	Incl.	
20 *	S01	Repl Step pad	23108158	1	280.62	Incl.	
19		Repl RT Insert	23108153	1	-58.40	Incl.	
21 *	S01	Repl RT Insert	23108153	1	66.21	Incl.	
20		Repl LT Insert	23108152	1	-58.40	Incl.	
22 *	S01	Repl LT Insert	23108152	1	66.21	Incl.	
21		Repl RT Insert pad	23108151	1	-40.00		
23 *	S01	Repl RT Insert pad	23108151	1	45.35		
22		Repl LT Insert pad	23108150	1	-40.00		
24 *	S01	Repl LT Insert pad	23108150	1	45.35		
Deleted Items							
25 #		HAZARDOUS WASTE REMOVAL		1	-5.00		

Preliminary Supplement 1 with Summary

Customer: [REDACTED]							Job Number:
2016 CHEV Silverado 1500 LTZ Crew Cab 153" WB 4WD 4D LONG 8-5.3L Gasoline Direct Injection BROWN							
27	#		Repl	COVER CAR	1	-5.00 T	-0.2
28	#			CORRISION PROTECTION	1	-15.00 T	-0.5
Added Items							
3	#	S01	Repl	PARK SENSOR BRACKET	1	18.42	Incl. 0.3
25	#	S01	Repl	RT LICENSE PLATE LAMP	1	25.40	Incl.
28	#	S01	Repl	COVER CAR	1		0.2
29	#	S01	Repl	CORRISION PROTECTION	1		0.5
30	#	S01	Subl	TAILGATE SPARY IN BED-LINER	1	175.00 X	
31	#	S01	Subl	RENTAL	1	538.65 X	
SUBTOTALS						1,138.81	0.0 0.3

RATE CHANGES

Body Labor	(Est)	10.3 hrs	@	\$ 125.36 /hr	(62.00	to	187.36)	=	1,291.21
Paint Labor	(Est)	8.7 hrs	@	\$ 125.36 /hr	(62.00	to	187.36)	=	1,090.63

TOTALS SUMMARY

Category	Basis	Rate	Cost \$
Parts			425.16
Body Labor			0.00
Paint Labor	0.1 hrs @	\$ 187.36 /hr	56.21
Additional Supplement Labor			2,381.84
Paint Supplies	0.3 hrs @	\$ 35.50 /hr	10.65
Miscellaneous			713.65
Subtotal			3,587.51
Sales Tax	\$ 415.81 @	8.2650 %	34.39
Additional Supplement Taxes			-0.03
Total Supplement Amount			3,621.87
NET COST OF SUPPLEMENT			3,621.87

MyPriceLink Estimate ID: 418804576157149568

Preliminary Supplement 1 with Summary

Customer: [REDACTED]

Job Number:

2016 CHEV Silverado 1500 LTZ Crew Cab 153" WB 4WD 4D LONG B 5.3L Gasoline Direct Injection BROWN

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			3,318.66
Body Labor	10.3 hrs @	\$ 187.36 /hr	1,929.81
Paint Labor	9.0 hrs @	\$ 187.36 /hr	1,686.24
Paint Supplies	9.0 hrs @	\$ 35.50 /hr	319.50
Miscellaneous			733.65
Subtotal			7,987.86
Sales Tax	\$ 3,638.16 @	8.2650 %	~~300.69~~
Grand Total			8,288.55
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			8,288.55

LESS TAX 1300.69

MyPriceLink Estimate ID: 418804576167149568

7987.86

20 Inspection

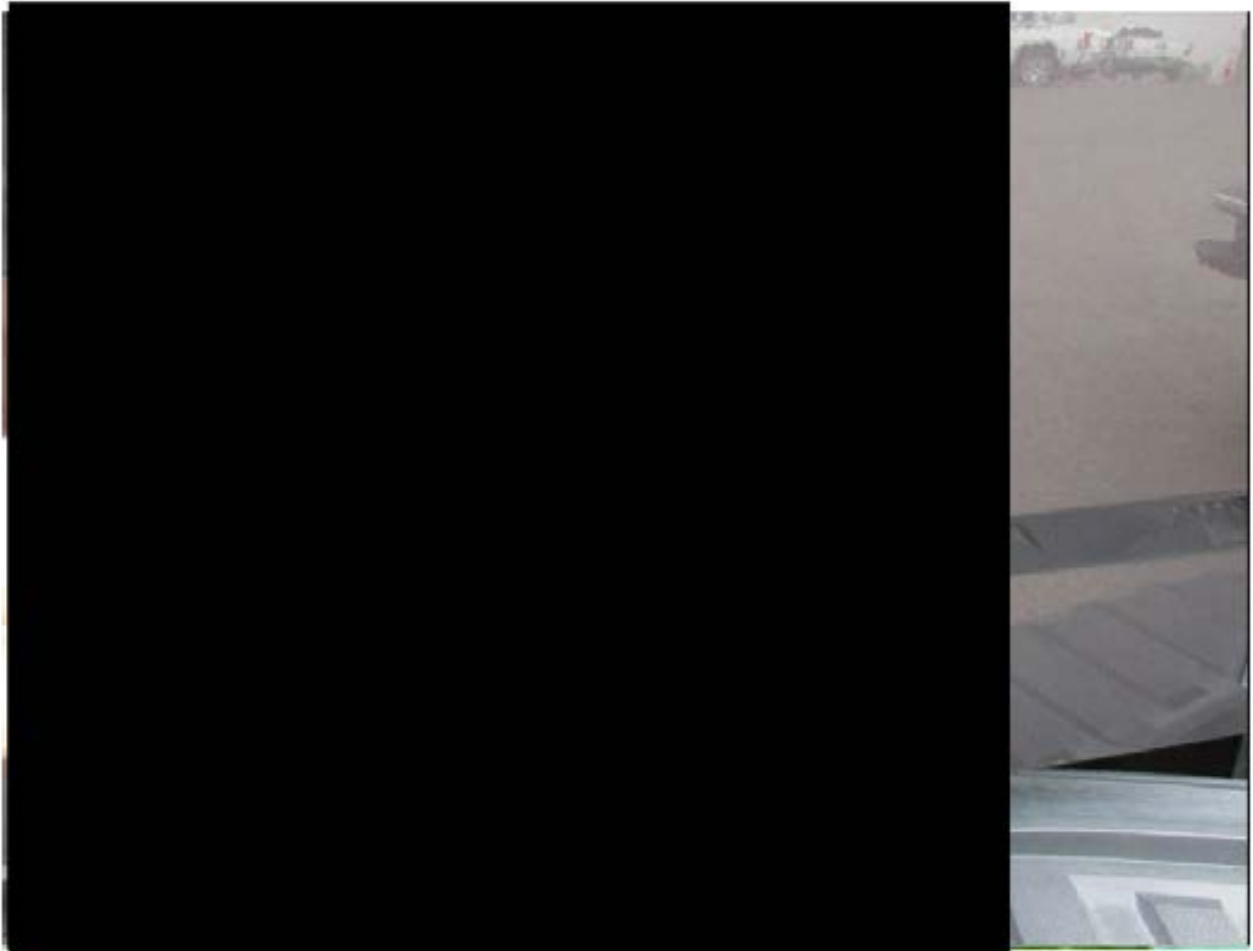
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8362.58









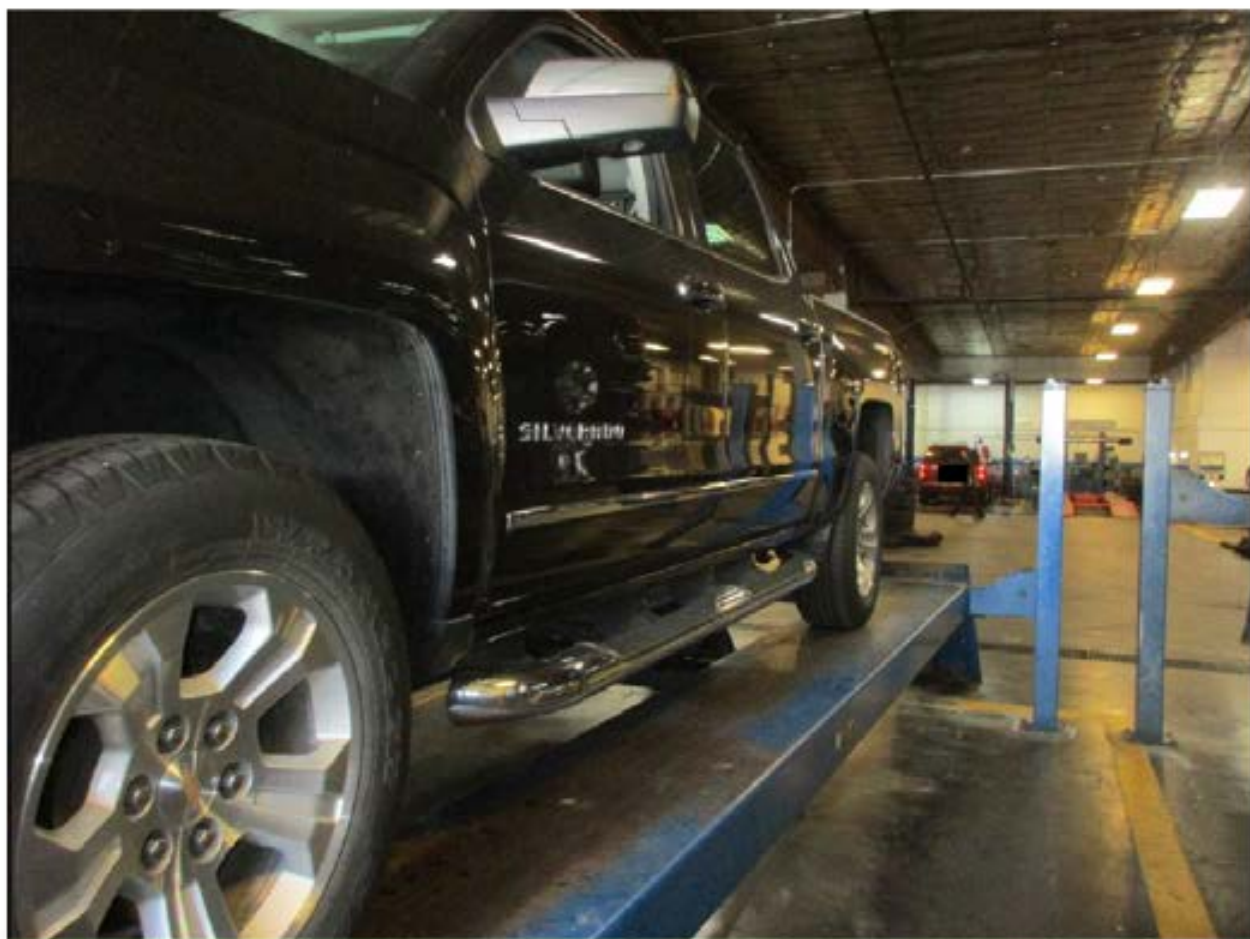


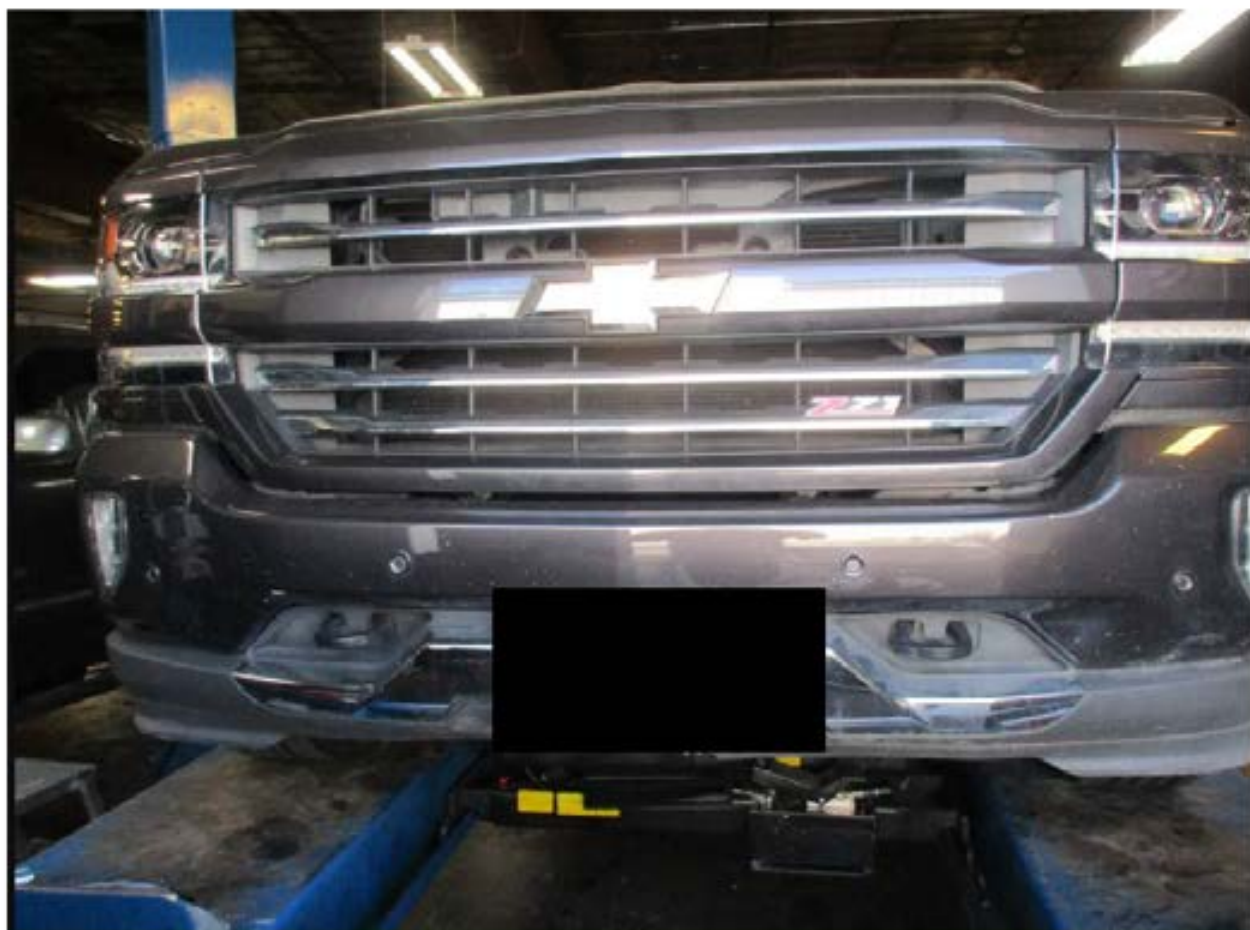




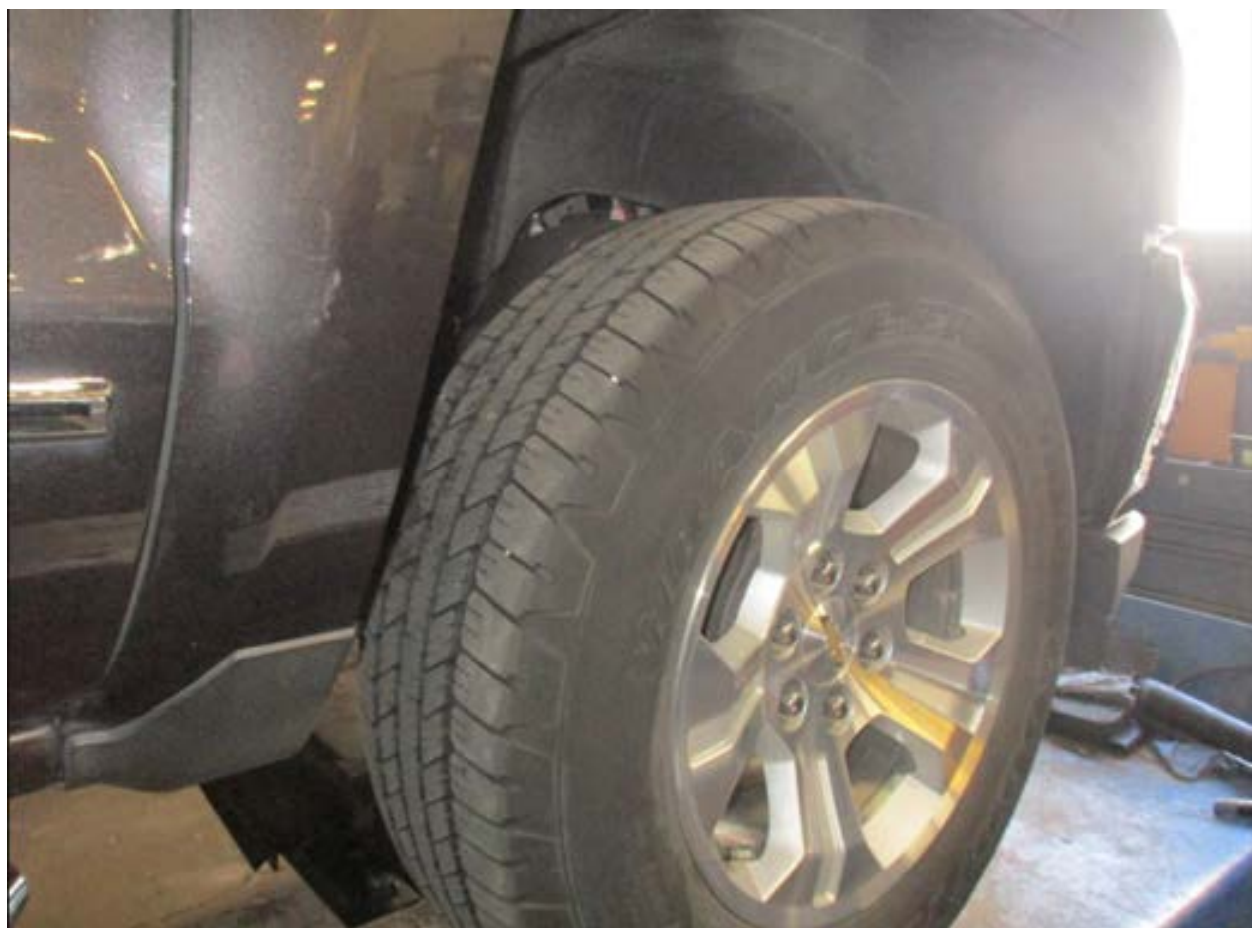








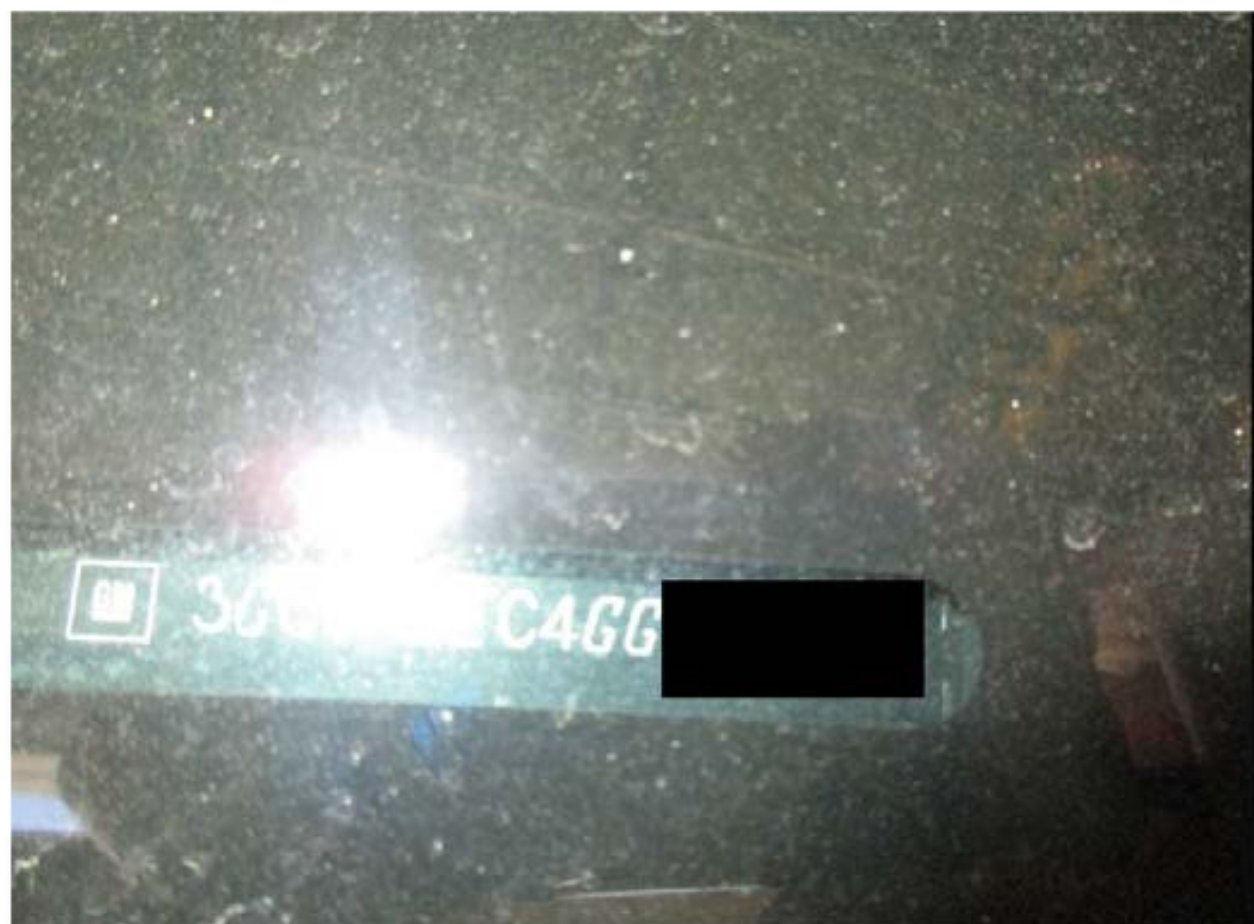














MFD BY GENERAL MOTORS DE MEXICO, S. DE R.L. DE C.V. 03/16

GVWR	GAWR FRT	GAWR RR
3266 KG	1792 KG	1792 KG
7200 LB	3950 LB	3950 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR
VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF
MANUFACTURE SHOWN ABOVE.

3GCUKSEC4G

TYPE: TRUCK

MODEL: K15543

KF8Z	TIRE SIZE	SPEED RTG	RIM	COLD TIRE PRESSURE
FRT	P265/65R18	T	18X8.5J	240KPA(35PSI)
RR	P265/65R18	T	18X8.5J	240KPA(35PSI)
SPA	P265/70R17	S	17X7J	240KPA(35PSI)

SEE OWNER'S MANUAL  FOR MORE INFORMATION.



PAGE 1

P.O. BOX 7277
800 KETZKE LANE
RENO, NEVADA 89502-2016
775-786-3111

FOR YOUR CONVENIENCE OUR SERVICE DEPT. HOURS:
 MONDAY THROUGH FRIDAY 9:00 A.M. TO 5:00 P.M.
 NO VEHICLES RELEASED AFTER SERVICE HOURS
 OUR CASHIER HOURS MONDAY THROUGH FRIDAY 9:00 A.M. TO 5:00 P.M.
 METHOD OF PAYMENT: WE ACCEPT THE FOLLOWING
 MASTERCARD VISA AMERICAN EXPRESS DISCOVER

803 JERRY BARBERI

SERVICE ADVISOR: 803 JEREMY BARBIERI

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/OUT		TAG
GREY	16	CHEVROLET SIL 1500 4		3GCUKSEC4G0				10750/10750		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE		PAYMENT	INV. DATE	
22APR16 IS			15:00 21FEB17					CASH	23FEB17	
R.O. OPENED		BOOKED		OPTIONS:		SOLD-STK:		DLR:06257		

07:46 21FEB17 11:32 22FEB17

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A GUEST STATES THE CHECK ENGINE LIGHT IS ON. ADVISE ON NEEDED REPAIRS.

CAUSE: P050D/00, #2 & #7 INJECTOR MISFIRES

CONCERN CODE: 0321

4022330 FUEL INJECTOR REPLACEMENT

485	W14	3.48	2.40	7560	43870	438.70	438.70

2 12672368 (S) INJECTOR

KIT	10732	20280	0	107.33	101.40	202.80

K11	10732	10280	0	107.33	101.40	102.80
1 12610336 F-(S)PIPE	3785	7152	0	75.70	71.52	71.52

1	12618338	F- (S) PIPE	3783	132	0	73.78	71.38	71.38
1	12673077	(S) PIPE	2161	4083	0	43.22	40.83	40.83

0	12626354	(S) GASKET	1608	3040	0	4.02	3.80	30.40

OL DIAGNOSIS

485	W94	0.00	0.30	945	3656	36.56	36.56

WM WARRANTY MULTI

485	W14	0.00	1.20	3780	0	0.00	0.00

FC: 6579

PART#: 12672368

COUNT: 2

CLAIM TYPE:

AUTH CODE:

12285 47526 TLABOR

10750 DTC IN ENGINE CONTROL MODULE P050D-00 COLD START ROUGH IDLE MISFIRES

PERFORMED GDS DIAGNOSTIC SCAN TESTS P050D-00 MISFIRES ON

CYLINDERS#2 AND#7 COLD

START ONLY. REPLACED #2 INJECTOR ON R/S BANK AND REPLACED #7

INJECTOR ON L/S BANK.

RESEALED ALL INJECTORS WITH NEW SEALS AND FUEL PIPES.

B GUSST STATES THE TOUCH SCREEN GOES BLACK, AND THE BLUE TOOTH DOESN'T

CONNECT INTERMITTENTLY.

CAUSE: PROGRAM UPDATE

CONCERN CODE: 0590

2810335 RADIO REPROGRAMMING WITH SPS

485	W14	0.49	0.30	945	5484	54.84	54.84

WM WARRANTY MULTI

ORIGINAL ESTIMATE		AUTHORIZED ADDITIONS		NOTICE TO CONSUMER		DESCRIPTION		TOTALS	
				PLEASE READ IMPORTANT INFORMATION ON BACK.		LABOR AMOUNT			
CHAMPION CHEVROLET RENO NEVADA 89502-2016				I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.		PARTS AMOUNT			
SHOP SUPPLIES*						GAS, OIL, LUBE			
A labor charge equivalent to 10% of the labor charge is included for supplies used on your vehicle. Maximum charge is \$20.00. Applicable supply items are: Nuts, bolts, washers, tape, gels, aerosols, shocks, solvent, rags, carburetor cleaner, brake oil, battery cleaner, wax, window washer, etc.						SWIRLET AMOUNT			
						MISC. CHARGES			
						TOTAL CHARGES			
THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED TO YOUR COMPLETE SATISFACTION. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.				CUSTOMER SIGNATURE		LESS INSURANCE			
						SALES TAX			
						PLEASE PAY THIS AMOUNT			

Important Tire Safety Information!

Periodically inspect the tires on your vehicle for any Damage or Uneven Wear, and That the tires are properly inflated to the tire manufacturer's specification.

ACCOUNTING COPY

CUSTOMER #:

CHAMPION CHEVROLET

ACCOUNTING

P.O. BOX 7277

800 KETZKE LANE

RENO, NEVADA 89502-2016

775-785-3111

FOR YOUR CONVENIENCE OUR SERVICE DEPT. HOURS:

MONDAY THRU/FRIDAY 7:00 A.M. TO 5:30 P.M.

NO VEHICLES RELEASED AFTER SERVICE HOURS.

OUR CLOSED HOURS: SUNDAY THRU/FRIDAY 6:00 A.M. TO 5:30 P.M.

METHODS OF PAYMENT: WE ACCEPT THE FOLLOWING:

MASTERCARD VISA AMERICAN EXPRESS DISCOVER

PAGE 2

SERVICE ADVISOR: 822 DANNY PRICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG					
GREY	16	CHEVROLET SIL 1500 4	3GCUKSEC4GG		19979/19989						
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE				
22APR16 IS			17:00 02NOV17			CASH	02NOV17				
R.O. OPENED		BOOKED		OPTIONS: SOLD-STK:		DLR:06257					
07:25 02NOV17		17:03 02NOV17									
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

INOP

CAUSE: MODE ACTUATOR STUCK

CONCERN CODE: 0790

4421150 MODE VALVE ACTUATOR REPLACEMENT

485 W14 0.76 0.40 1260 7312 73.12 73.12

1 22838102 (S)ACTUATOR 2706 5113 0 54.12 51.13 51.13

OL DIAGNOSIS

485 W94 0.00 0.30 945 3656 36.56 36.56

WM WARRANTY MULTI

485 W14 0.00 0.20 630 0 0.00 0.00

FC: 6583

PART#: 22838102

COUNT: 1

CLAIM TYPE: ZREG

AUTH CODE:

2835 10968 TLABOR

19979 DTC IN HVAC CONTROL MODULE B374A-61 AIR FLOW FEEDBACK CIRCUIT
 STUCK ACTUATOR PERFORMED GDS DIAGNOSTIC SCAN TESTS B374A-61 AIR FLOW
 CIRCUIT STUCK. MODE ACTUATOR WONT MOVE. R/R MODE ACTUATOR INSPECTED
 DOOR FUNCTION REPLACED FAILED ACTUATOR AND RELEARNED ACTUATOR. 4421150

D CUSTOMER STATES USB PORTS INSIDE CONSOLE ARE INOP: SEE PRIOR

SOP SPECIAL ORDER PART

485 CCT 0.00 0.00 0 0 0.00 0.00

19979 SOP USB PORT FOR CONSOLE

E COURTESY EXTERIOR WASH

CAUSE: COURTESY WASH

WASH COURTESY EXTERIOR WASH

445 CCT 0.00 0.00 0 0 0.00 0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-02-17	08:26	09:03	0.62	DW	485	B	
	09:03	10:01	0.97	W	485	B	
	10:01	10:02	0.01	W	485	C	
	13:15	13:45	0.50	DW	485	C	

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	NOTICE TO CONSUMER	DESCRIPTION	TOTALS
		PLEASE READ IMPORTANT INFORMATION ON BACK.	LABOR AMOUNT	
		I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	PARTS AMOUNT	
		CUSTOMER SIGNATURE	GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

SHOP SUPPLIES?
 A token charge equivalent to 10% of the labor charge is included for supplies used on your vehicle. Maximum charge is \$20.00. Applicable supply items are: Nuts, bolts, washers, tips, pins, sensors, shutoff, solvent, rags, car/washer cleaner, towels, sponges, battery cleaner, wire, window sealer, etc.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED TO YOUR COMPLETE SATISFACTION. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.

Important Tire Safety Information!

Periodically inspect the tires on your vehicle for any Damage or Uneven Wear, and That the tires are properly inflated to the tire manufacturers' specification.

Copyright 2008 GM Corp. All rights reserved.

ACCOUNTING COPY

CUSTOMER #:

CHAMPION CHEVROLET

ACCOUNTING

P.O. BOX 7277
802 KIETZKE LANE
RENO, NEVADA 89502-2016
775-786-3111

PAGE 1

FOR YOUR CONVENIENCE OUR SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.
NO VEHICLES RELEASED AFTER SERVICE HOURS
OUR CASHIER HOURS MONDAY THRU FRIDAY 8:30 A.M. TO 5:30 P.M.
METHODS OF PAYMENT: WE ACCEPT THE FOLLOWING:
MASTERCARD VISA AMERICAN EXPRESS DISCOVER

SERVICE ADVISOR: 822 DANNY PRICE

COLOR		YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GREY		16	CHEVROLET SIL 1500 4	3GCUKSEC4G0		19979/19989	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR16 IS			17:00 02NOV17			CASH	02NOV17
R.O. OPENED		BOOKED		OPTIONS: SOLD-STK:		DLR:06257	
07:25 02NOV17		17:03 02NOV17					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CUSTOMER STATES WHEN SHIFTED INTO GEAR TRANSMISSION WONT ENGAGE, THEN
SLAMS INTO GEAR, ALSO A/TRANSMISSION WONT UPSHIFT, CORRECTLY
RPM'S GO UP BUT WONT SHIFT INTO 2ND, AT TIMES

CAUSE: TCM PROGRAM UPDATE

CONCERN CODE: 0344

2810175 TRANSMISSION CONTROL MODULE REPROGRAMMING
WITH SPS

480	W14	1.61	0.50	1575	9140				91.40	91.40
WM WARRANTY MULTI										
480	W14	0.00	0.20	630	0				0.00	0.00

FC: 6573 PART#: COUNT:

0

0 TPARTS

CLAIM TYPE: ZREG

AUTH CODE:

2205

9140 TLABOR

19989 TCM programming out of specs Verified harsh shift one time.
Found si doc id 4660350 addressing concern. Programmed ecm/tcm and
setup tcm. Test drove, vehicle is shifting as designed at this time.
Program codes s3c04, fd7b5

B CUSTOMER STATES RADIO SCREEN WILL BLACK OUT AT TIMES WHILE DRIVING,
NO SOUND FROM SPEAKERS, BLUE TOOTH QUIT

CAUSE: HMI PROGRAM UPDATE PER 17-NA-025

CONCERN CODE: 0590

9800003 17-NA-25 MULTIPLE RADIO, NAV RADIO,
ERROR MESSAGES, VOICE COMMAND FOR BLUETOOTH
CALLING FAILURES - HMI SERV05 OR I06*

485	W94	1.59	0.60	1890	7312				73.12	73.12

FC: 9090 PART#: COUNT:

0

0 TPARTS

CLAIM TYPE: ZREG

AUTH CODE:

1890

7312 TLABOR

19979 HMI UPDATE USB PROGRAMMING #17-NA-025 NEW SOFTWARE UP DATE
FOR HMI MODULE REPLACED HUMAN MACHINE INTERFACE CONTROL MODULE WITH USB
UPDATE AND REPROGRAMMING CODE#6FF4

C CUSTOMER STATES AIR WILL ONLY BOTH OUT VENTS, FLOOR AND DEFROST IS

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	NOTICE TO CONSUMER	DESCRIPTION	TOTALS
		PLEASE READ IMPORTANT INFORMATION ON BACK	LABOR AMOUNT	
		I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	
		CUSTOMER SIGNATURE		

CHAMPION CHEVROLET RENO NEVADA 89502-2016

SHOP SUPPLIES
A labor charge equivalent to 10% of the labor charge is included for supplies used on your vehicle. Maximum charge is \$20.00. Applicable supply items are: Nuts, bolts, washers, tags, pins, airrings, shims, seals, sag, carburetor cleaner, towels, oil, battery cleaner, wax, window cleaner, etc.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED TO YOUR COMPLETE SATISFACTION. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.

Important Tire Safety Information!

Periodically inspect the tires on your vehicle for any Damage or Uneven Wear, and that the tires are properly inflated to the tire manufacturers specification.

ACCOUNTING COPY

CUSTOMER #:

CHAMPION CHEVROLET

ACCOUNTING

P.O. BOX 7277
800 KRETZKE LANE
RENO, NEVADA 89502-2016
775-786-3111

PAGE 1

SERVICE ADVISOR: 822 DANNY PRICE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GREY	16	CHEVROLET SIL 1500 4	3GCUKSEC4G9		13131/13131		
DEL. DATE	PRCD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR16 IS			WAIT 17APR17			CASH	17APR17
R.O. OPENED		BOOKED	OPTIONS:	SOLD-STK:	DLR:06257		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CHEVROLET 2- YEAR MAINTENANCE PROGRAM 2014 VEHICLES LUBE, OIL, FILTER
4 WHEEL TIRE ROTATION (SWR ONLY), 27 POINT VEHICLE INSPECTION
(MPVI) INCLUDES DIESEL EXHAUST FLUID ON DIESEL VEHICLES ONLY

CAUSE: MAINT

CONCERN CODE: 0021

0600723 CHEVROLET 2- YEAR MAINTENANCE PROGRAM
2014 VEHICLES LUBE, OIL, FILTER 4 WHEEL TIRE
ROTATION (SWR ONLY), 27 POINT VEHICLE
INSPECTION (MPVI) INCLUDES DIESEL EXHAUST
FLUID ON DIESEL VEHICLES ONLY

484	W94	0.56	0.30	375	375				3.75	3.75
1	19330000	(S) FILTER		430	430	0	8.60		4.30	4.30
8	88864004	DEXO, 0-20		2880	2880	0	7.99		3.60	28.80

FC: 9094 PART#: COUNT:

3310

3310 TPARTS

CLAIM TYPE: ZREG

AUTH CODE:

375

375 TLABOR

13131 lof lof/rotate/mpvi complete

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
04-17-17	10:28	11:02	0.56	W	484	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	375	375		48000	3310	3310	
26300	3685	*****					

COST, SALE, & COMP TOTALS

3685 3685 0

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	NOTICE TO CONSUMER	DESCRIPTION	TOTALS
CHAMPION CHEVROLET RENO NEVADA 89502-2016		PLEASE READ IMPORTANT INFORMATION ON BACK.	LABOR AMOUNT	0.00
SHOP SUPPLIES: A labor charge equivalent to 10% of the labor charge is included for supplies used on your vehicle. Maximum charge is \$20.00. Applicable supply items are: Nuts, bolts, washers, tape, pins, wire, spray, solvent, rags, car/water cleaner, brake, solder, battery cleaner, wire, window sealer, etc.		I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	PARTS AMOUNT	0.00
THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED TO YOUR COMPLETE SATISFACTION. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.		CUSTOMER SIGNATURE	GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

Important Tire Safety Information!

Periodically inspect the tires on your vehicle for any Damage or Uneven Wear, and That the tires are properly inflated to the tire manufacturers specification.

ACCOUNTING COPY

**CHAMPION CHEVROLET COLLISION
CENTER**

2100 AUTOMOTIVE WAY, RENO, NV 89502
Phone: (775) 786-8013
FAX: (775) 786-0109

Workfile ID: 1741395
Federal ID: 88-0099795

Preliminary Estimate

Customer: [REDACTED]

Job Number:

Written By: MITCH QUIRING

Insured: [REDACTED]

Policy #:

Claim #:

Type of Loss:

Date of Loss:

Days to Repair: 0

Point of Impact:

Owner:

Inspection Location:

Insurance Company:

CHAMPION CHEVROLET COLLISION
CENTER
2100 AUTOMOTIVE WAY
RENO, NV 89502
Repair Facility
(775) 786-8013 Business

VEHICLE

2016 CHEV Silverado 1500 LTZ Crew Cab 153" WB 4WD 4D LONG 8-5.3L Gasoline Direct Injection BROWN

VIN: 3GQUKSEC4G0 [REDACTED]

Interior Color: BLACK

Mileage In: 29,713

Vehicle Out:

License:

Exterior Color: BROWN

Mileage Out:

State:

Production Date: 3/2016

Condition:

Job #:

TRANSMISSION

Automatic Transmission
Overdrive
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Memory Package

DECOR

Dual Mirrors
Body Side Moldings
Privacy Glass

CONVENIENCE

Air Conditioning
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Telescopic Wheel
Climate Control
Backup Camera w/Parking Sensors
Remote Starter
Home Link

RADIO

AM Radio
FM Radio
Stereo

Search/Seek

CD Player
Auxiliary Audio Connection
Satellite Radio

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Communications System
Hands Free Device
Xenon Headlamps
Positraction

SEATS

Reclining/Lounge Seats
Leather Seats
Heated Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps
Signal Integrated Mirrors

TRUCK

Rear Step Bumper
Power Rear Window
Trailer Hitch
Trailer Package
Power Trunk/Gate Release

Preliminary Estimate

Customer: [REDACTED]

Job Number:

2016 CHEV Silverado 1500 LTZ Crew Cab 153" WB 4WD 4D LONG 8-5.3L Gasoline Direct Injection BROWN

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1	ELECTRICAL						
open *	Repl	Park sensor rear	SEE FOOTNOTE	2	330.66		
3	PICK UP BOX						
4	Repl	Tail gate w/gate assist	23418940	1	710.43	1.4	3.3
5		Add for Clear Coat					1.3
6	Repl	Emblem "BOWTIE"	22786435	1	62.87	0.2	
7	Repl	Nameplate "SILVERADO"	15129652	1	60.00	0.3	
8	Repl	Nameplate "LTZ"	22980967	1	12.50	0.2	
9	Repl	Upper molding	22763062	1	92.90	0.3	
10	*	Rpr	Rear cross sill			3.0	0.8
11	REAR BUMPER						
12	Repl	Rear bumper primed w/park assist	23112252	1	905.58	3.5	2.0
		Note: LABOR: Time includes R&R rear bumper, bumper brace, bumper bracket, step pad, park sensors, park sensor brackets, inserts, license lamps and harness. Time includes unbolt, raise and support box assembly.					
13		Add for Clear Coat					0.8
14		Add for park sensor				0.7	
15	Repl	RT Bumper brace	23108149	1	66.85	Incl.	
16	Repl	LT Bumper brace	23108148	1	66.85	Incl.	
17	Repl	RT Bumper bracket	23108155	1	67.87	Incl.	
18	Repl	LT Bumper bracket	23108154	1	67.87	Incl.	
19	Repl	Step pad	23108158	1	247.52	Incl.	
20	Repl	RT Insert	23108153	1	58.40	Incl.	
21	Repl	LT Insert	23108152	1	58.40	Incl.	
22	Repl	RT Insert pad	23108151	1	40.00		
23	Repl	LT Insert pad	23108150	1	40.00		
24	MISCELLANEOUS OPERATIONS						
25	#	Rpr	TINT COLOR				0.5
26	#		HAZARDOUS WASTE REMOVAL	1	5.00		
27	#	Repl	COVER CAR	1	5.00 T	0.2	
28	#		CORROSION PROTECTION	1	15.00 T	0.5	
SUBTOTALS					2,913.50	10.3	8.7

Preliminary Estimate

Customer:

Job Number:

2016 CHEV Silverado 1500 LTZ Crew Cab 153" WB 4WD 4D LONG 8-5.3L Gasoline Direct Injection BROWN

ESTIMATE TOTALS

Category	Basis		Rate	Cost \$
Parts				2,893.50
Body Labor	10.3 hrs	@	\$ 62.00 /hr	638.60
Paint Labor	8.7 hrs	@	\$ 62.00 /hr	539.40
Paint Supplies	8.7 hrs	@	\$ 35.50 /hr	308.85
Miscellaneous				20.00
Subtotal				4,400.35
Sales Tax	\$ 3,222.35	@	8.2650 %	266.33
Grand Total				4,666.68
Deductible				0.00
CUSTOMER PAY				0.00
INSURANCE PAY				4,666.68

MyPriceLink Estimate ID: 418804576167149568

Preliminary Estimate

Customer: [REDACTED]

Job Number:

2016 CHEV Silverado 1500 LTZ Crew Cab 153" WB 4WD 4D LONG 8-5.3L Gasoline Direct Injection BROWN

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR1GH14, CCC Data Date 4/16/2018, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2017 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

Repair Order Detail - Internal Copy

RO Number

RO Status: ALL LAB. POSTED

Customer

Phone(s): Contact:

Vehicle: 3GCUKSEC4GG

Main

2016 SKI

GREY

Click to View Cust Copy

Cell:

Mileage: 29,713

Service advisor: 822

Tag number:

Payment type: CASH

Promised time: 08:48 AM

Promised date: 04/17/2018

Waiter: No

Estimate: 139.00

Customer Comments: No

A CUSTOMER STATES WHEN BACKING UP ON LEVEL GROUND, VEHICLE WONT STOP, BRAKE PEDAL GETS HARD

4023850	W14	VACUUM PUMP ASSEMBLY REPLACEMENT	1.20	224.83
Tech(s): 485				
12669488		1 (S)PUMP		228.75
OL	W94	DIAGNOSIS	0.30	37.47
Tech(s): 485				
WM	W14	WARRANTY MULTI	0.60	0.00
Tech(s): 485				
Pts:	228.75	Lbr:	262.30	Other:
			0.00	Total Line A:
491.05				
Story: 29713 LOW VACUUM TO BRAKE VACUUM BOOSTER FOR DRIVEN VACUUM PUMP PERFORMED DIAGNOSTIC TESTS ON VACUUM BOOSTER. VACUUM STARTS OFF AT 21 INCHES TO BOOSTER AND DROPS TO 14 INCHES FROM VACUUM PUMP. REPLACED ENGINE DRIVEN VACUUM PUMP DUE TO LOW VACUUM.				

B MULTI-POINT VEHICLE INSPECTION

MPVI	CCT	MULTI-POINT VEHICLE INSPECTION	0.00	0.00
Tech(s): 485				
Pts:	0.00	Lbr:	0.00	Other:
			0.00	Total Line B:
0.00				
Story: 29713 0 COMPLETED				

C CUSTOMER STATES USB PORTS INSIDE CENTER CONSOLE ARE INOP: SEE R.O. (PARTS WERE ORDERED)

SOP	W14	SPECIAL ORDER PART	0.20	37.47
Tech(s): 485				
13519224		1 RECEPTACLE		110.22
OL	W94	DIAGNOSIS	0.30	37.47
Tech(s): 485				
WM	W14	WARRANTY MULTI	0.10	0.00
Tech(s): 485				
Pts:	110.22	Lbr:	74.94	Other:
			0.00	Total Line C:
185.16				
Story: 29713 OPEN CIRCUIT IN USB PORT IN CECTER CONSOLE REPLACED USB PORT OUTLET IN CENTER CONSOLE AND TESTED PHONE CONNECTION TO RADIO OPERATION ALSO CHARGING PHONE				

Customer Pay

Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00

ACCOUNTING

CHAMPION CHEVROLET

P.O. BOX 7277
800 KOETZKE LANE
RENO, NEVADA 89502-2018
775-798-3111

FOR YOUR CONVENIENCE OUR SERVICES DRIFT: HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 5:30 P.M.
NO VOUCHERS RELEASED AFTER SERVICE HOURS
OUR CASHIER HOURS: MONDAY THRU FRIDAY 8:00 A.M. TO 5:30 P.M.
METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:
MASTERCARD AND VISA AMERICAN EXPRESS DISCOVER

PAGE 2

HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 450 ERIC COOPER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG					
GREY	16	CHEVROLET SIL 1500 4	3GCUK5EC4G6		4/7						
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE				
			10:12 28MAR16			CASH	24MAR16				
R.O. OPENED		BOOKED		OPTIONS: STK		DLR:06257					
07:18 24MAR16		11:38 24MAR16									
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NRT	TOTAL

7 upgraded infotainment system
21.9 GAL 3/24/16

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-24-16	09:25	10:24	0.98	W	499	A	
	10:45	10:45	0.00	W	499	A	
	10:45	10:46	0.02	W	499	B	
	10:46	10:46	0.00	W	499	C	
	10:46	10:46	0.00	W	499	D	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46400	23590	3960		48000	981	519	
26304	24571	*****					

COST, SALE, & COMP TOTALS		4479	24571	0
ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS			
\$	\$			
CHAMPION CHEVROLET RENO NEVADA 89502-2016				
SHOP SUPPLIES*				
A token charge equivalent to 10% of the labor charge is include for supplies used on your vehicle. Maximum charge is \$20.00. Applicable supply items are Nuts, bolts, washers, tape, pins, sealant spray, shellac, solvent, rags, car air filter cleaner, towels, solder, battery cleaner, wire, window sealer, etc.				
THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIR REQUESTED TO YOUR COMPLETE SATISFACTION. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.				

NOTICE TO CONSUMER		DESCRIPTION	TOTALS
PLEASE READ IMPORTANT INFORMATION ON BACK. I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT		0.00

Important Tire Safety Information!

Periodically inspect the tires on your vehicle for any Damage or Uneven Wear, and That the tires are properly inflated to the tire manufactures specification.

ACCOUNTING COPY

CUSTOMER #:

ACCOUNTING

CHAMPION CHEVROLET

P.O. BOX 7277
800 KIETZKE LANE
RENO, NEVADA 89502-2916
775-789-3111

PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 450 ERIC COOPER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	16	CHEVROLET SIL 1500 4	3GCUKSR4GK		4/7	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
			10:12 28MAR16			CASH	24MAR16

R.O. OPENED BOOKED OPTIONS: STK: DLR:06257

07:18 24MAR16 11:38 24MAR16

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A PRE-DELIVERY INSPECTION

CAUSE: PDI

0590072 PRE-DELIVERY INSPECTION - BASE TIME

499 WPDI 0.98 1.30 2340 15456 154.56 154.56

0590052 PDI RELATED FLUID ADDS

499 WPDI 0.00 0.00 0 0 0.00 0.00

1 1051515 CLEANER 519 981 0 9.81 9.81 9.81

519 981 TPARTS
2340 15456 TLABOR

7 pdi completed

B DEALER INSTALLS ALL WEATHER FLOOR MATS FRONT AND REAR

CAUSE: PDI

0590032 PDI - DEALER INSTALLED - FACTORY INVOICED

OPTIONS

499 WPDI 0.02 0.10 180 1189 11.89 11.89

0 0 TPARTS
180 1189 TLABOR

7 installed mats

C DEALER INSTALLS 4 INCH CHROME TUBULAR ASSIST STEPS

CAUSE: PDI

0590032 PDI - DEALER INSTALLED - FACTORY INVOICED

OPTIONS

499 WPDI 0.00 0.50 900 5945 59.45 59.45

0 0 TPARTS
900 5945 TLABOR

7 installed assist steps

D UPGRADE INFOTAINMENT FOR ANDROID FEATURES 16-NA-42

CAUSE: UPDATE

0600174 16-NA-42 INFOTAINMENT UPGRADE FOR ANDROID

FEATURE

499 WPDI 0.00 0.30 540 1000 10.00 10.00

0 0 TPARTS

FC: PART#: COUNT:

CLAIM TYPE: ZPDI

AUTH CODE:

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	NOTICE TO CONSUMER	DESCRIPTION	TOTALS
\$	\$	PLEASE READ IMPORTANT INFORMATION ON BACK.	LABOR AMOUNT	
		I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			PLEASE PAY	

CHAMPION CHEVROLET RENO NEVADA 89502-2916

SHOP SUPPLIES

A labor charge equivalent to 15% of the labor charge is included for supplies used on your vehicle. Maximum charge is \$20.00. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shims, solvent, rags, carboxylic cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED TO YOUR COMPLETE SATISFACTION. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR.

CUSTOMER SIGNATURE

CUSTOMER #.

CHAMPION CHEVROLET

ACCOUNTING

P.O. BOX 7277
800 KETZKE LANE
RENO, NEVADA 89502-2016
775-786-3111

PAGE 1

FOR YOUR CONVENIENCE OUR SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.
NO VEHICLES RELEASED AFTER SERVICE HOURS.
OUR CASHIER HOURS: MONDAY THRU FRIDAY 8:00 A.M. TO 5:00 P.M.
METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:
MASTERCARD VISA AMERICAN EXPRESS DISCOVER

SERVICE ADVISOR: 454 JOHN E ANDRIOLA

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
GREY	16	CHEVROLET SIL 1500 4		3GCUKSEC4GG		6445/6445		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
22APR16	IS		WAIT 16SEP16			CASH	16SEP16	
R.O. OPENED		BOOKED		OPTIONS: STK:	DLR:06257			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CHEVROLET 2- YEAR MAINTENANCE PROGRAM 2014 VEHICLES LUBE, OIL, FILTER
4 WHEEL TIRE ROTATION (SWR ONLY), 27 POINT VEHICLE INSPECTION
(MPVI) INCLUDES DIESEL EXHAUST FLUID ON DIESEL VEHICLES ONLY

CAUSE: MAINT

CONCERN CODE: 0021

0600723 CHEVROLET 2- YEAR MAINTENANCE PROGRAM
2014 VEHICLES LUBE, OIL, FILTER 4 WHEEL TIRE
ROTATION (SWR ONLY), 27 POINT VEHICLE
INSPECTION (MPVI) INCLUDES DIESEL EXHAUST
FLUID ON DIESEL VEHICLES ONLY

352	W94	0.60	0.30	360	360					3.60	3.60
1	19330000	(S)FILTER		430	430	0	8.60			4.30	4.30
8	88864004	DEXO,0-20		2792	2792	0	7.99			3.49	27.92

FC: 9094 PART#: COUNT:

3222

3222 TPARTS

CLAIM TYPE: ZREG

AUTH CODE:

360

360 TLABOR

6445 LOF MPVI ROTATION COMPLETE

B COURTESY EXTERIOR WASH

CAUSE: COURTESY WASH

WASH COURTESY EXTERIOR WASH

445	CCT	0.00	0.00	0	0					0.00	0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-16-16	14:53	15:29	0.60	W	352	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	360	360		48000	3222	3222	
46000	0	0		26300	3582	*****	
22500	0	*****					

COST, SALE, & COMP TOTALS 3582 3582 0

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	NOTICE TO CONSUMER PLEASE READ IMPORTANT INFORMATION ON BACK. I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	DESCRIPTION	TOTALS
\$	\$		LABOR AMOUNT	0.00
CHAMPION CHEVROLET RENO NEVADA 89502-2016		CUSTOMER SIGNATURE	PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
SHOP SUPPLIES A labor charge equivalent to 10% of the labor charge is include for supplies used on your vehicle. Maximum charge is \$20.00. Applicable supply items are Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.			SURLET AMOUNT	0.00
			MISC. CHARGES	0.00
THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED TO YOUR COMPLETE SATISFACTION. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.			TOTAL CHARGES	0.00
			LESS INSURANCE	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

Important Tire Safety Information

Periodically inspect the tires on your vehicle for any Damage or Uneven Wear, and That the tires are properly inflated to the tire manufactures specification.

ACCOUNTING COPY

CUSTOMER #:

CHAMPION CHEVROLET

ACCOUNTING

P.O. BOX 7277
800 KETZKE LANE
RENO, NEVADA 89502-2016
775-786-3111

PAGE 2

FOR YOUR CONVENIENCE OUR SERVICE DEPT. HOURS
MONDAY THRU FRIDAY 7:00 A.M. TO 6:00 P.M.
NO VEHICLES RELEASED AFTER SERVICE HOURS
OUR CREDIT HOURS MONDAY THRU FRIDAY 8:00 A.M. TO 6:00 P.M.
METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:
MASTERCARD VISA AMERICAN EXPRESS DISCOVER

SERVICE ADVISOR: 803 JEREMY BARRIERI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG					
GREY	16	CHEVROLET SIL 1500 4	3GCUKSEC4G		10750/10750						
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE				
22APR16 IS			15:00 21FEB17			CASH	23FEB17				
R.O. OPENED		BOOKED		OPTIONS: SOLD-			0645 DLR:06257				
07:46 21FEB17		11:32 22FEB17									
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	485	W14	0.00	0.10		315	0	0		0.00	0.00
FC: 6573 PART#: COUNT:				0		0		TPARTS			
CLAIM TYPE: ZREG											
AUTH CODE:											

1260 5484 TLABOR
10750 SPS RADIO UPDATE RADIO REPROGRAMMING WITH SPS 2810335 CODE
802D6

C 16007 Frontal Airbag And Pretensioner Non Deploy

CAUSE: RECALL

CONCERN CODE: 0090

9102276 16007 FRONTAL AIRBAG & PRETENSIONER NON

DEPLOY - SDM REPROGRAMMING W/SPS (ADD:

REPLACE SDM)

485	W94	0.23	0.30	945	3656		36.56	36.56

FC: 9090 PART#: COUNT: 0 0 TPARTS

CLAIM TYPE: ZFAT

AUTH CODE:

945 3656 TLABOR

10750 RECALL

INSPECT INFLATABLE RESTRAINT DIAGNOSTIC MODULE AND REPROGRAMMED

WITH SPS 9102276

CODE 83004

D GUEST STATES THE USB PORTS IN THE CENTER CONSOLE DO NOT HAVE ANY POWER

SUPPLY. ADVISE ON NEEDED REPAIRS.

CAUSE: LOOSE CABLE CONNECTIONS AT USB PORT

CONCERN CODE: 0590

3480368 16-NA-242 USB RECEPTACLE INOP

485	W94	1.75	0.60	1890	7312		73.12	73.12

FC: 9094 PART#: COUNT: 0 0 TPARTS

CLAIM TYPE: ZREG

AUTH CODE:

1890 7312 TLABOR

10750 USB HUB NO POWER R/R USB HUB PORT FROM CENTER CONSOLE AND

REPAIR CABLE CONNECTIONS PER TSB#16-NA-242. RETESTED WITH INTERFACE GM

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	NOTICE TO CONSUMER	DESCRIPTION	TOTALS
\$	\$	PLEASE READ IMPORTANT INFORMATION ON BACK.	LABOR AMOUNT	
CHAMPION CHEVROLET RENO NEVADA 89502-2016 SHOP SUPPLIES: A token charge equivalent to 10% of the labor charge is include for supplies used on your vehicle. Maximum charge is \$20.00. Applicable supply items are: nuts, bolts, washers, tape, pins, aerospray, shutoff, solvent, rags, carburetor cleaner, brake, solder, battery cleaner, wire, window sealer, etc. THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO EXCEED YOUR EXPECTATIONS. YOUR COMPLETE SATISFACTION IS OUR GOAL.		I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	

CUSTOMER #:

CHAMPION CHEVROLET

ACCOUNTING

P.O. BOX 7277
800 KRETZKE LANE
RENO, NEVADA 89502-2016
775-786-3111

PAGE 3

FOR YOUR CONVENIENCE OUR SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY 7:00 A.M. TO 5:30 P.M.
NO VEHICLES RELEASED AFTER SERVICE HOURS
OUR CASHIER HOURS MONDAY THRU FRIDAY 8:00 A.M. TO 5:30 P.M.
METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING:
MASTERCARD VISA AMERICAN EXPRESS DISCOVER

SERVICE ADVISOR: 803 JEREMY BARBIERI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	16	CHEVROLET SIL 1500 4	3GCUKSEC4G0		10750/10750	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR16 IS			15:00 21FEB17			CASH	23FEB17

R.O. OPENED	BOOKED	OPTIONS	SOLD-STK:	DLR:06257
07:45 21FEB17	11:32 22FEB17			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

TESTER. 3480368*

E MULTI-POINT VEHICLE INSPECTION

MPVI MULTI-POINT VEHICLE INSPECTION

485 CCT 0.73 0.00 0 0 0.00 0.00

10750 0.00 COMPLETED

F** RENTAL VEHICLE

RENT RENTAL VEHICLE

445 CCT 0.00 0.00 0 0 0.00 0.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-21-17	09:27	09:48	0.35	DW	485	A	
	09:48	10:02	0.23	W	485	C	
	10:02	10:31	0.49	W	485	B	
	10:31	10:57	0.43	DW	485	D	
	10:57	12:16	1.32	W	485	D	
	12:16	13:00	0.73	W	485	E	
	14:38	16:19	1.69	W	485	A	
02-22-17	08:44	10:10	1.44	W	485	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	63978	16380		48000	34555	18286	
46000	0	0		26300	98533	*****	
22500	0	*****					

COST, SALE, & COMP TOTALS 34666 98533 0

ORIGINAL ESTIMATE		AUTHORIZED ADDITIONS		NOTICE TO CONSUMER		DESCRIPTION		TOTALS	
1		1		PLEASE READ IMPORTANT INFORMATION ON BACK.		LABOR AMOUNT		0.00	
CHAMPION CHEVROLET RENO NEVADA 89502-2016				I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.		PARTS AMOUNT		0.00	
SHOP SUPPLIES*						GAS, OIL, LUBE		0.00	
A token charge equivalent to 10% of the labor charge is included for supplies used on your vehicle. Maximum charge is \$20.00. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerography, shutoff, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.				CUSTOMER SIGNATURE		SUBLET AMOUNT		0.00	
THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED TO YOUR COMPLETE SATISFACTION. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.						MISC. CHARGES		0.00	
						TOTAL CHARGES		0.00	
						LESS INSURANCE		0.00	
						SALES TAX		0.00	
						PLEASE PAY THIS AMOUNT		0.00	

Important Tire Safety Information!

Periodically inspect the tires on your vehicle for any Damage or Uneven Wear, and That the tires are properly inflated to the tire manufactures specification.

CUSTOMER #:

CHAMPION CHEVROLET

ACCOUNTING

P.O. BOX 7277
800 KIETZKE LANE
RENO, NEVADA 89502-2016
775-786-3111

PAGE 1

FOR YOUR CONVENIENCE OUR SERVICE DEPT. HOURS:
MONDAY THRU FRIDAY 7:30 A.M. TO 5:30 P.M.
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OUR CASHIER HOURS MONDAY THRU FRIDAY 8:00 A.M. TO 5:30 P.M.
METHODS OF PAYMENT: WE ACCEPT THE FOLLOWING
MASTERCARD VISA AMERICAN EXPRESS DISCOVER

SERVICE ADVISOR: 803 JEREMY BARBIERI

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
GREY	16	CHEVROLET SIL 1500 4		3GCUKSEC4GG		10750/10750		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
22APR16	IS		15:00 21FEB17			CASH	23FEB17	

R.O. OPENED	BOOKED	OPTIONS	SOLD-STK:	DLR:06257
07:46 21FEB17	11:32 22FEB17			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A GUEST STATES THE CHECK ENGINE LIGHT IS ON. ADVISE ON NEEDED REPAIRS.

CAUSE: P050D/00, #2 & #7 INJECTOR MISFIRES

CONCERN CODE: 0321

4022330 FUEL INJECTOR REPLACEMENT

485 W14 3.48 2.40 7560 43870 438.70 438.70

2 12672368 (S) INJECTOR

KIT 10732 20280 0 107.33 101.40 202.80

1 12618336 F-(S) PIPE 3785 7152 0 75.70 71.52 71.52

1 12673077 (S) PIPE 2161 4083 0 43.22 40.83 40.83

8 12626354 (S) GASKET 1608 3040 0 4.02 3.80 30.40

OL DIAGNOSIS

485 W94 0.00 0.30 945 3656 36.56 36.56

WM WARRANTY MULTI

485 W14 0.00 1.20 3780 0 0.00 0.00

PC: 6579

PART#: 12672368

COUNT: 2

18286 34555 TPARTS

CLAIM TYPE: ZREG

AUTH CODE:

12285 47526 TLABOR

10750 DTC IN ENGINE CONTROL MODULE P050D-00 COLD START ROUGH IDLE

MISFIRES

PERFORMED GDS DIAGNOSTIC SCAN TESTS P050D-00 MISFIRES ON

CYLINDERS#2 AND#7 COLD

START ONLY. REPLACED #2 INJECTOR ON R/S BANK AND REPLACED #7

INJECTOR ON L/S BANK.

RESEALED ALL INJECTORS WITH NEW SEALS AND FUEL PIPES.

B GUEST STATES THE TOUCH SCREEN GOES BLACK, AND THE BLUE TOOTH DOESN'T

CONNECT INTERMITTENTLY.

CAUSE: PROGRAM UPDATE

CONCERN CODE: 0590

2810335 RADIO REPROGRAMMING WITH SPS

485 W14 0.49 0.30 945 5484 54.84 54.84

WM WARRANTY MULTI

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS	NOTICE TO CONSUMER	DESCRIPTION	TOTALS
\$	\$	PLEASE READ IMPORTANT INFORMATION ON BACK.	LABOR AMOUNT	
CHAMPION CHEVROLET RENO NEVADA 89502-2016		I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	PARTS AMOUNT	
			GAS, OIL, LUBE	
SHOP SUPPLIES: A token charge equivalent to 10% of the labor charge is include for supplies used on your vehicle. Maximum charge is \$20.00. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shofac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.		CUSTOMER SIGNATURE	SUBLET AMOUNT	
			MISC. CHARGES	
THANK YOU FOR THE OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED TO YOUR COMPLETE SATISFACTION. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

Important Tire Safety Information

Periodically inspect the tires on your vehicle for any Damage or Uneven Wear, and That the tires are properly inflated to the tire manufactures specification.

CHAMPION 200-ADP, INC. SERVICE PHONE NO. 800-221-1111

ACCOUNTING COPY

Advertisement

2016 Chevrolet Silverado 1500 Crew Cab Pricing Report

**Style:** LTZ Pickup 4D 5 3/4 ft**Mileage:** 29,714

Vehicle Highlights

Fuel Economy:
City 16/Hwy 22/Comb 18 MPG

Doors: 4

Drivetrain: 4WD

EPA Class: Standard Pickup Trucks

Country of Origin: United States

Max Seating: 6

Engine: V8, EcoTec3, 5.3 Liter

Transmission: Auto, 6-Spd HD Overdrive

Body Style: Pickup

Country of Assembly: United States

Sell To Private Party

Private Party Range
\$35,597 - \$39,426

Private Party Value
\$37,512



Valid for ZIP Code 89436 through 04/26/2018

Your Configured Options

Our pre-selected options, based on typical equipment for this car.

✓ Options that you added while configuring this car.

Engine

V8, EcoTec3, 5.3 Liter

Transmission

Auto, 6-Spd HD Overdrive

Drivetrain

4WD

Braking and Traction

Hill Start Assist Control

Traction Control

StabiliTrak

ABS (4-Wheel)

Comfort and Convenience

Anti-Theft System

Keyless Entry

Keyless Start

Air Conditioning

Power Sliding Rear Window

Power Windows

Power Door Locks

Cruise Control

Steering

Power Steering

Tilt & Telescoping Wheel

Entertainment and Instrumentation

AM/FM Stereo

CD/MP3 (Single Disc)

Satellite Feature

MyLink

Navigation System

Bluetooth Wireless

OnStar

Safety and Security

Backup Camera

Dual Air Bags

Side Air Bags

F&R Head Curtain Air Bags

Seats

Heated Seats

Dual Power Seats

Leather

Roof and Glass

Privacy Glass

Lighting

Daytime Running Lights

LED Headlamps

Exterior

Fog Lights

✓ Running Boards

Cargo and Towing

Towing Pkg

Wheels and Tires

Alloy Wheels

Exterior Color

✓ Black

Glossary of Terms

Kelley Blue Book® Trade-In Value - This is the amount you can expect to receive when you trade in your car to a dealer. This value is determined based on the style, condition, mileage and options

Tip:

It's crucial to know your car's true condition when you sell it, so that you

indicated.

Trade-In Range - The Trade-In Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week based on the style, condition, mileage and options of your vehicle when you trade it in to a dealer. However, every dealer is different and values are not guaranteed.

Kelley Blue Book® Private Party Value - This is the starting point for negotiation of a used-car sale between a private buyer and seller. This is an "as is" value that does not include any warranties. The final price depends on the car's actual condition and local market factors.

Private Party Range - The Private Party Range is Kelley Blue Book's estimate of what you can reasonably expect to receive this week for a vehicle with stated mileage in the selected condition and configured with your selected options, excluding taxes, title and fees when selling to a private party.

Excellent Condition - 3% of all cars we value. This car looks new and is in excellent mechanical condition. It has never had paint or bodywork and has an interior and body free of wear and visible defects. The car is rust-free and does not need reconditioning. Its clean engine compartment is free of fluid leaks. It also has a clean title history, has complete and verifiable service records and will pass safety and smog inspection.

Very Good Condition - 23% of all cars we value. This car has minor wear or visible defects on the body and interior but is in excellent mechanical condition, requiring only minimal reconditioning. It has little to no paint and bodywork and is free of rust. Its clean engine compartment is free of fluid leaks. The tires match and have 75% or more of tread. It also has a clean title history, with most service records available, and will pass safety and smog inspection.

Good Condition - 54% of all cars we value. This car is free of major mechanical problems but may need some reconditioning. Its paint and bodywork may require minor touch-ups, with repairable cosmetic defects, and its engine compartment may have minor leaks. There are minor body scratches or dings and minor interior blemishes, but no rust. The tires match and have 50% or more of tread. It also has a clean title history, with some service records available, and will pass safety and smog inspection.

Fair Condition - 18% of all cars we value. This car has some mechanical or cosmetic defects and needs servicing, but is still in safe running condition and has a clean title history. The paint, body and/or interior may need professional servicing. The tires may need replacing and there may be some repairable rust damage.

can price it appropriately. Consider having your mechanic give you an objective report.

